



Cloud Monitoring Software

A Peek Into What Real Users Think

July 2017

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AppNeta	22 - 24
LogicMonitor	25 - 27
Datadog	28 - 29
Zenoss Service Dynamics	30
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Vendor Directory

Amazon	Amazon CloudWatch
AppNeta	AppNeta
BMC	BMC Cloud Lifecycle Management
CA Technologies	CA Unified Infrastructure Management
CA Technologies	CA Performance Management
Cloudyn	Cloudyn
Datadog	Datadog
Dataloop.IO	Dataloop.IO
GroundWork	GroundWork
Idera	Idera Uptime Cloud Monitor

Kaseya	Kaseya Traverse
LogicMonitor	LogicMonitor
Monitis	Monitis
Opsview	Opsview Enterprise
ScienceLogic	ScienceLogic
SevOne	SevOne
SolarWinds	SolarWinds NPM
Unomaly	Unomaly
VMware	Wavefront
Zenoss	Zenoss Service Dynamics

Top Cloud Monitoring Software Solutions

Over 127,030 professionals have used IT Central Station research on enterprise tech. Here are the top Cloud Monitoring Software 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 SevOne



2 CA Unified Infrastructure Management



3 SolarWinds NPM



4 Opsview Enterprise



5 ScienceLogic



6 AppNeta



4,944 views 3,134 comparisons 9 reviews 2,753 followers 8.3 average rating

7 LogicMonitor



7,516 views 2,621 comparisons 19 reviews 1,940 followers 8.3 average rating

8 Datadog



7,591 views 4,965 comparisons 1 reviews 900 followers 10.0 average rating

9 Zenoss Service Dynamics



5,180 views 4,125 comparisons 1 reviews 1,363 followers 8.0 average rating

10 GroundWork



1,739 views 1,269 comparisons 1 reviews 1,252 followers 8.0 average rating

Top 5 Solutions by Ranking Factor

Views

SOLUTION		VIEWS
1	CA Unified Infrastructure Management	52,654
2	SevOne	47,280
3	SolarWinds NPM	41,530
4	ScienceLogic	21,674
5	Opsview Enterprise	14,470

Reviews

SOLUTION		REVIEWS
1	CA Unified Infrastructure Management	67
2	SolarWinds NPM	27
3	SevOne	23
4	LogicMonitor	19
5	Opsview Enterprise	17

Followers

SOLUTION		FOLLOWERS
1	SevOne	3,171
2	Opsview Enterprise	3,032
3	CA Unified Infrastructure Management	2,775
4	AppNeta	2,753
5	LogicMonitor	1,940



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 4% 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 ... 19%
 Media Company ... 6%
 Manufacturing Company ... 5%

COMPANY SIZE

1-200 Employees ... 20%
 201-1000 Employees ... 32%
 1001+ ... 48%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 60%
 University ... 10%
 Government ... 10%
 Media 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.



Continued from previous page

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



Continued from previous page



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



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 10% of the time

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

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

REVIEWERS *

TOP INDUSTRIES

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

COMPANY SIZE

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

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 24%
 Comms Service Provider ... 12%
 University ... 10%
 Healthcare Company ... 7%

COMPANY SIZE

1-200 Employees ... 19%
 201-1000 Employees ... 21%
 1001+ ... 60%

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



reviewer380
754

The features valuable for me are scalability, redundancy, and the wide range of probes available for just about any platform. Another major advantage is the easy configuration management. When you define standard "base" monitoring templates and on top of those, define "differential" templates, having a tool that allows you to manage these hundreds (and even thousands) of templates in an organized manner is an absolute necessity. CA UIM not only allows you to manage the templates, but the new MCS module allows you to dynamically assign them to groups... [\[Full Review\]](#)



reviewer603
243

I really value the underlying Java framework for development of custom probes. The product has an API that allows heavy customization. This has allowed me to add functionality by designing my own metric gathering routines. [\[Full Review\]](#)



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



reviewer334
737

We are using this product for all my customers and internal stakeholders. We did the following: * Enabled a complete monitoring solution for their devices * Integrated a ticketing system with an in-house tool * Made customized report generation [\[Full Review\]](#)

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

reviewer380
754

I would like to see the retirement of the heavy client (infrastructure manager) in favor of the web-based admin console. It is close, but it is not there yet. Support for the PostgreSQL database platform would be nice. At this time, you can only choose between Oracle and MySQL when running CA UIM on Linux. As a DBA, I prefer PostgreSQL over MySQL. (This is my personal preference. By no means do I find MySQL a bad product.) [\[Full Review\]](#)

reviewer603
243

This product has one foot in the past and another foot in the future. As a result, the approaches to managing components are not unified; leading to added complexity to management. [\[Full Review\]](#)



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

**SCALABILITY ISSUES**reviewer380
754

Scalability is one of its strong points. A manager server (hub) can manage a lot of nodes. Adding another hub is really straightforward. You just need to make sure you have plenty of storage for both the database and the primary hub. [\[Full Review\]](#)



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



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 12% 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 ... 13%
Healthcare Company ... 7%
University ... 6%

COMPANY SIZE

1-200 Employees ... 17%
201-1000 Employees ... 28%
1001+ ... 55%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Healthcare Company ... 18%
Manufacturing Company ... 10%
Comms Service Provider ... 10%
Government ... 6%

COMPANY SIZE

1-200 Employees ... 33%
201-1000 Employees ... 20%
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



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



A.J.
DiLorenzo

I believe the ease of setup and use, including everything, from the initial installation to the discovery of devices is the most valuable. The advanced alerting and notifications capabilities are helpful as well. Devices can be discovered automatically on a schedule, and grouped by vendor automatically, which makes it very easy to track down devices. The customizable dashboards and reporting are flexible and tend to come in handy as well. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



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



Abiodun
Adebajo

With reporting, we are able to spool ISP WAN links availability for the month and make necessary deductions based on the service level agreement we signed with the service providers. Alerts have also helped us to improve network performance, keeping everyone on their toes in resolving downtime before it is escalated. [\[Full Review\]](#)



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



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


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 5% 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%

Financial Services Firm ... 13%

Media Company ... 11%

Manufacturing Company ... 8%

COMPANY SIZE

1-200 Employees ... 21%

201-1000 Employees ... 40%

1001+ ... 39%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 36%

Financial Services Firm ... 18%

Transportation Company ... 9%

Media 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

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 3% of the time

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

REVIEWERS *

TOP INDUSTRIES

Comms Service Provider ... 19%

Financial Services Firm ... 11%

Manufacturing Company ... 11%

Marketing Services Firm ... 7%

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.

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 areas 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 options 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 lately from our customers in 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 into 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... [\[Full Review\]](#)



Overview

AppNeta is the leader in proactive end-user performance monitoring solutions built for the distributed digital enterprise. With AppNeta, IT and Network Ops teams can assure continuous and exceptional delivery of business-critical applications. AppNeta's SaaS-based solutions give IT teams essential application and network performance data, allowing them to constantly monitor user experience across any application, network, data center or cloud. For more information, visit www.appneta.com.

SAMPLE CUSTOMERS

Ebay, Citrix, National Instruments, Marriott, AT&T, Bon-Ton, McDonald's, Netflix, PayPal, Uber, QAD

TOP COMPARISONS

New Relic APM vs. AppNeta ... Compared 7% of the time

ThousandEyes vs. AppNeta ... Compared 4% of the time

AppDynamics APM vs. AppNeta ... Compared 3% of the time

REVIEWERS *

TOP INDUSTRIES

Marketing Services Firm ... 15%

Financial Services Firm ... 13%

Manufacturing Company ... 13%

Healthcare Company ... 8%

COMPANY SIZE

1-200 Employees ... 31%

201-1000 Employees ... 29%

1001+ ... 40%

VISITORS READING REVIEWS *

COMPANY SIZE

1-200 Employees ... 10%

201-1000 Employees ... 50%

1001+ ... 40%

* 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



MandeepSingh

Pathview is the most valuable feature. It does the following: * Gives us details of how bandwidth is consumed * Gives details about the assigned bandwidth to the link and used bandwidth * Shows the events happening during the monitoring [\[Full Review\]](#)



Erik Boyer

* Easy to set up and clear to understand interface. * Cloud based management means it is accessible from anywhere and great uptime. * The best feature this product has is its ability to diagnose and troubleshoot an issue with very close accuracy. [\[Full Review\]](#)



Keith Combs

Packet Captures, Path Lists and Voice Tests. We are a VOIP company that relies on a stable and well-tested network. The AppNeta device has allowed us to troubleshoot and pinpoint where there are failures, bottlenecks and misstated service levels on numerous networks. [\[Full Review\]](#)



GlobalTMGr
346

End-to-End video testing - we would deploy m22s into a client's network where we plan to deploy a high end video endpoint. This allows us to ensure that the client's network is capable of handling the planned video traffic. We run it over 24 hours or 7 days so that we can see the effect of any other traffic on the network, such as nightly backups. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Erik Boyer

The ability to quickly diagnose issues with proof for a "path" in the network has been critical. It has reduced our MTTR and allows us to make decisions faster on how to correct the problem. [\[Full Review\]](#)



Keith Combs

It has been a help to our company and customers. With one of our federal customers, we deployed these throughout their network and found multiple cases of misconfigured routers and NICs, which allowed the customer to move to a VOIP solution. [\[Full Review\]](#)



Michael
Reisinger

For example, the tool helped in identifying unreliable ISPs or intermittent instability on WAN/VPN connections – both real time and based on historical metrics. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



MandeepSingh

I would like to see the following improvements in accessibility: * The ability to see the details concerning incidents and their reasons right on the graph * The ability to open those events right from the graph * The ability to see the applications being used at that time [\[Full Review\]](#)



Erik Boyer

Alerting. We have so many paths in our environment that it is strictly a reactive tool, not proactive. If AppNeta could find a way to tweak alerts so that there is less "noise" that aren't critical or false positives and only the emergency alerts are bubbled up or generate tickets. [\[Full Review\]](#)



Keith Combs

Because of the nature of how AppNeta works in terms of using bursts to depict how a network path performs, it is hard to correlate 24 hour performance 100% accurately. When using reports with clients, it can make it look like the network is fully failing when there could be some high jitter from time to time or something similarly distracting. [\[Full Review\]](#)



Mike Dieter

My previous answer would have been that they haven't for a number of years made any additions or modifications to the hardware appliances they used to deliver their service. Interestingly enough, just within the last four weeks or so, they've come out with a number of new models. I think that that immediately would be the biggest thing that I would have been looking for and anticipating and expecting from them. They in fact have just delivered. [\[Full Review\]](#)



SCALABILITY ISSUES



Erik Boyer

Yes. You can throw as many licenses as you want on an appliance and it will not stop you from oversubscribing it with other services. You have to be careful how you balance what services are on which appliance and how many or else it will miss data. [\[Full Review\]](#)



Mike Dieter

AppNeta's products are fully capable at any scale. The challenges that we have experienced result from trying to align use-case demands with an appropriate product/service density while remaining within the budget constraints that someone else enforces. [\[Full Review\]](#)



Mike Dieter

Its scalability is going to be up to customers to choose. It certainly can become very effective or it certainly is very effective, but I believe as you really start to grow your deployments, it does become quite expensive. As an educated customer, you are always looking for that point on the curve where you keep adding up the scale and scaling your deployment up without simultaneously building out your need to keep a conceptual awareness and management of yourself and your costs in line. If you are not careful, you will very easily and very quickly... [\[Full Review\]](#)



Overview

LogicMonitor's automated SaaS performance monitoring platform provides IT Ops teams with end-to-end visibility and actionable metrics to manage today's sophisticated on-premise, hybrid, and cloud infrastructures. Deploy and manage your monitoring faster and automatically with AutoDiscovery™ of devices. Act on infrastructure performance data using built-in and customizable dashboards, performance forecasting, and complete reporting. Use built-in workflow capabilities including alerting routing and escalation management to improve your IT team's issue response and resolution time. LogicMonitor is headquartered in Santa Barbara, California, and has offices in Austin, London, Singapore, and Chengdu. The company is a NetApp, VMware, Dell, HP, Ci...

[\[Read More\]](#)

SAMPLE CUSTOMERS

Citrix, National Geographic, JetBlue, Zendesk, iVision, TekLinks

TOP COMPARISONS

BMC TrueSight Operations Management vs. LogicMonitor ... Compared 2% of the time

SCOM vs. LogicMonitor ... Compared 2% of the time

New Relic APM vs. LogicMonitor ... Compared 2% of the time

REVIEWERS *

TOP INDUSTRIES

University ... 16%
Insurance Company ... 12%
Media Company ... 12%
Comms Service Provider ... 8%

VISITORS READING REVIEWS *

TOP INDUSTRIES

University ... 25%
Software R&D Company ... 25%
Recruiting/Hr Firm ... 13%
Real Estate/Law Firm ... 13%

COMPANY SIZE

1-200 Employees ... 40%
201-1000 Employees ... 30%
1001+ ... 30%

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

Top Reviews by Topic



VALUABLE FEATURES



Troy Muncy

* Monitoring and alerting combination * Ability to run scripts of multiple types * Data presentation format The dashboard display for all of the alerts and monitoring data is a great approach to creating a NOC, because the info is so up front and easily digestible. Basically, it provides at-a-glance problem detection. Coupling this with the ability to run VB script, PowerShell, bash, et al. from the collector itself, can make for situations where you can automatically remediate errors as they come up. [\[Full Review\]](#)



Scott Francis

SaaS product means there's near-zero setup or ongoing maintenance costs and it has an excellent UI. It comes with broad built-in support for a wide variety of devices, OSs, applications and platforms. [\[Full Review\]](#)



Dimuthu De Silva

* ESXi monitoring * Cisco Routers and switches * Netflow * Batch Job and Event source monitoring * SQL and Application monitoring * Web service monitoring * Config management [\[Full Review\]](#)



Alexis Wainstein

It's a product that monitors our network from both within and without. The integration with third parties and very granular notification/alerting methods are good. They have a monitoring location feature for our services in Australia, and it's billed monthly. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Brandon Myers

We have our trending and forecasting on any type of statistics we can pull out of the system for every type of device and technology we put into it. It's a platform that allows us to put custom business requirements into the system, so we are able to pull information out of databases or other business-proof applications, and present the data in a dashboard that is useful. [\[Full Review\]](#)



Mario Borja

We're able to discover potential issues within our VMware (<https://www.itcentralstation.com/vendors/vmware>) environment after deployment. It found several snapshots that had not been managed and we were able to remove. [\[Full Review\]](#)



Chad Campbell

My team was recently in a situation that required disruptive maintenance to the college's firewalls, and we needed a mechanism to verify that external web services were operational once the maintenance was concluded. In the past, my team would communicate with stakeholders across the college and request assistance certifying that services were restored to operation once our maintenance completed. Leveraging LogicMonitor's (<https://www.itcentralstation.com/products/logicmonitor>) service monitoring tools, we were able to proactively establish remote... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



Brandon
Myers

There are some ways to handle alerts that could be improved. Specifically, they should make improvements in the templates and specifically when an issue happens, and it sends out an alert, there should be multiple audiences that would receive that alert. For example, you send terminology to a customer, and you would like to have the template say something different for each group of people receiving that. The performance engine also needs some work. They are working on it, but only as part of pointing out some of the reports or the graphs that you c... [\[Full Review\]](#)



ChadCampb
ell

The portfolio of pre-packaged services that LogicMonitor can monitor does not seem to be expanding very quickly, and there isn't a quick or easy way for self-service expansion without the same amount of development that would be required for an on-prem solution like Nagios (<https://www.itcentralstation.com/products/nagios>). They are also in the process of transitioning from an RPC API to a RESTful API, and the functionality on both is limited. [\[Full Review\]](#)



Troy Muncy

LogicMonitor functions as a centralized, cloud-hosted dashboard for alerts and SNMP/WMI monitoring. They have a function that allows you to remotely connect from that dashboard to network devices you are monitoring by tunneling through the collector on network (the device that sends SNMP data to the cloud dashboard). It's a Java-based solution and it doesn't always work, it will sometimes not load. So, while the portal is wonderful for monitoring and alerting and the way the data is presented (easy to read, bright, etc.), it would be nice if the rem... [\[Full Review\]](#)



Scott
Francis

It would be nice to see more predictive analytics where based on past behavior, at a certain time of day/week/month, the datapoint should be within a set range of values, and if it's > 2 standard deviations outside, this represents an anomaly that should be investigated. I would also like to see an easier way to build useful performance dashboards. [\[Full Review\]](#)



SCALABILITY ISSUES



Brandon
Myers

We are a pretty organized service provider. We have found a couple niche areas that needs some improvement, but overall we have been able to throw thousands of devices into the system, and our response time, access, and all that stuff has been as updated as we wanted on day one with one device. [\[Full Review\]](#)



Dimuthu De
Silva

We are pretty organized when it comes to our infrastructure monitoring and did not cross the 500 devices limit. But, we tried creating over 1000 devices in the evaluation process and never experienced any scalability issues. [\[Full Review\]](#)



Mike Dieter

I believe scalability issues will result from any poorly-planned and poorly-executed deployment, regardless of the product, service or vendor involved. That being said, some of our hardware is known to have characteristics that make it difficult to monitor and that fact combined with a number of other self-imposed constraints on our deployment has at times required an unexpected level of attention. [\[Full Review\]](#)



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

Nagios XI vs. Datadog ... Compared 9% of the time

Zabbix vs. Datadog ... Compared 6% of the time

SignalFx vs. Datadog ... Compared 4% of the time

REVIEWERS *

TOP INDUSTRIES

Software R&D Company ... 14%

Comms Service Provider ... 13%

Financial Services Firm ... 9%

Media Company ... 9%

* 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



Eric
Blumberg

The most valuable features have been: Sharable dashboards, TimeBoards, dogstatsd API, Slack Integration, Event logging API. CloudTrail Events, Tags, alerts, and anomaly detection. EBS Volume Snapshot Age, which they added upon request. We used PagerDuty integration for a while as well. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Eric
Blumberg

We can build dashboards as fast we roll out new systems, which can be fast. We use standard and custom metrics for every new system we roll out for 360 degree visibility into our systems. [\[Full Review\]](#)



Overview

Zenoss Service Dynamics (ZSD) is a hybrid IT monitoring platform that allows enterprise companies to monitor everything, including compute, storage, network, converged infrastructure, applications and unified communications systems. Zenoss customers gain IT performance and risk insights into their unique IT ecosystems through real-time analytics that adapt to today's constantly changing data centers and cloud infrastructures, enabling them to eliminate disruptions and accelerate business outcomes.

SAMPLE CUSTOMERS

2degrees, Rackspace, State of North Dakota, El Paso Independent School District, NWN Corporation

TOP COMPARISONS

Nagios XI vs. Zenoss Service Dynamics ... Compared 5% of the time

Zabbix vs. Zenoss Service Dynamics ... Compared 3% of the time

ScienceLogic vs. Zenoss Service Dynamics ... Compared 2% of the time

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



Overview

Open source IT infrastructure monitoring system that collects performance data for systems, applications, and security.

SAMPLE CUSTOMERS

Swiss Life, JBFCS, Capital Markets Cooperative Research Centre

TOP COMPARISONS

Nagios XI vs. GroundWork ... Compared 6% of the time

Zabbix vs. GroundWork ... Compared 3% of the time

SolarWinds NPM vs. GroundWork ... Compared 2% of the time

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

About this report

This report is comprised of a list of enterprise level Cloud Monitoring Software 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 Cloud Monitoring Software vendors
- A sample of real user reviews from tech professionals
- Specific information to help you choose the best vendor for your needs

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