

Network Performance Monitoring

A PEEK INTO WHAT REAL USERS THINK

2015

IT Central Station helps tech professionals by providing...

A comprehensive list of enterprise level Network Performance Monitoring vendors.

A sample of real user reviews from tech professionals.

Specific information to help you choose the best vendor for your needs.

Disclaimer

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ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

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.

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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ABOUT THIS REPORT

This report is comprised of a comprehensive list of enterprise level Network Performance 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.





















IMPORTANT NOTICE























Did you find this whitepaper helpful? At IT Central Station, our philosophy is “Give to Get”. Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please email reviews@itcentralstation.com and one of our community managers will be in touch with you shortly. You can choose to review anonymously or not and your company name will not be included in the review.

If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.

VENDOR (BY RANKING)

SOLUTION

	SolarWinds	Solarwinds Network Performance Monitor	Rating: 8.18 (80 reviews)
	CA Technologies	CA Unified Infrastructure Management	Rating: 8.84 (31 reviews)
	Nagios	Nagios	Rating: 8.5 (55 reviews)
	Fluke Networks	Visual TruView	Rating: 9.84 (35 reviews)
	Fluke Networks	OptiView XG	Rating: 9.76 (25 reviews)
	Zabbix	Zabbix	Rating: 8.86 (32 reviews)
	SecurActive	Performance Vision	Rating: 9.14 (9 reviews)
	ITRS	Geneos	Rating: 8.0 (16 reviews)
	Microsoft	SCOM	Rating: 7.84 (30 reviews)
	Riverbed	SteelCentral AppResponse	Rating: 9.0 (17 reviews)
	uptime software	up.time	Rating: 8.0 (4 reviews)
	ManageEngine	IT360	Rating: 7.5 (4 reviews)
	NetFort	LANGuardian	Rating: 10.0 (2 reviews)
	CA Technologies	NetQoS Performance Center	(2 reviews)
	Netrounds	Netrounds	Rating: 10.0 (2 reviews)
	ManageEngine	OpManager	Rating: 6.0 (4 reviews)
	Opsview	Opsview Enterprise	Rating: 10.0 (6 reviews)
	Paessler AG	PRTG	(6 reviews)
	SevOne	SevOne	(5 reviews)
	AppNeta	AppNeta	Rating: 6.0 (2 reviews)

	Fluke Networks	ClearSight Analyzer	(1 review)
	Cisco	Data Center Network Manager	(2 reviews)
	AdRem Software	NetCrunch	(3 reviews)
	SolarWinds	Netflow Traffic Analyzer	(1 review)
	HP	Network Management Center	Rating: 10.0 (3 reviews)
	SUMMUS Software	Summus IT Management Suite	(1 review)
	Entuity	Entuity	
	Groundwork	Groundwork	
	Icinga	Icinga	
	LogMatrix	NerveCenter	
	Netscout	Netscout nGenius	(1 review)
	Network Instruments	Network Instruments Observer	
	Microsoft	Network Monitor	(5 reviews)
	Nmap	Nmap	
	Savvius	OmniPeek	
	Savvius	Omnipliance	
	Opmantek	Opmantek NMIS	
	ServicePilot	ServicePilot ISM	
	SolarWinds	SolarWinds Network Bandwith Analyzer	
	SolarWinds	SolarWinds Server and Application Monitor	
	Statseeker	Statseeker	
	ThousandEyes	ThousandEyes	



InfoVista

VistaInsight



Ipswitch

WhatsUp Gold

(2 reviews)

Network Performance Monitoring

According to the IT Central Station community, the most important buying criteria for buying monitoring software are functions such as packet loss, latency, jitter, downtime, interoperability with the largest amount of vendor devices possible, performance and behavior of the application. Network monitoring should also focus solely on the network and avoid application monitoring. The ability to customize the monitoring and presentation of the data are key but the software should have an easy to view default dashboard. **Read more »**

Top Network Performance Monitoring Vendors

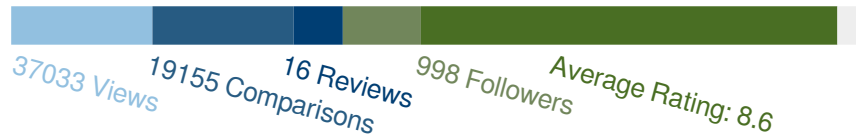
Over 82,982 professionals have used IT Central Station research on enterprise tech. Here are the top Network Performance Monitoring vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.



1. Visual TruView



2. Nagios



3. Zabbix



4. SCOM



5. Network Performance Monitor



6. CA Unified Infrastructure Management





7. OptiView XG



8. SteelCentral AppResponse



9. Performance Vision



10. up.time

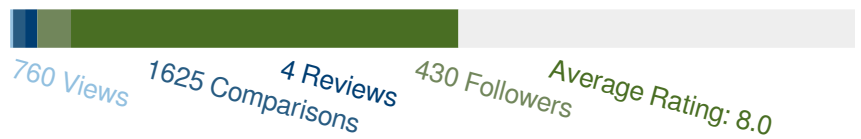


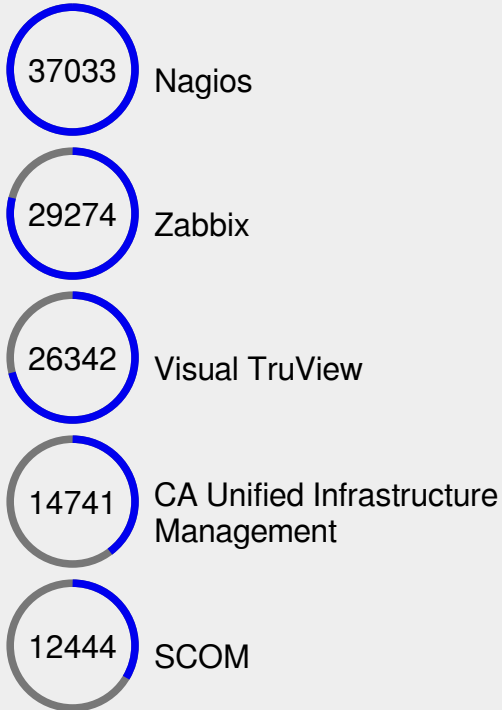
Chart Key

- **Views:** Number of total page views
- **Comparisons:** Number of times compared to another product
- **Reviews:** Total number of reviews on IT Central Station
- **Followers:** Number of followers on IT Central Station
- **Average Rating:** Average rating based on reviews

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%).

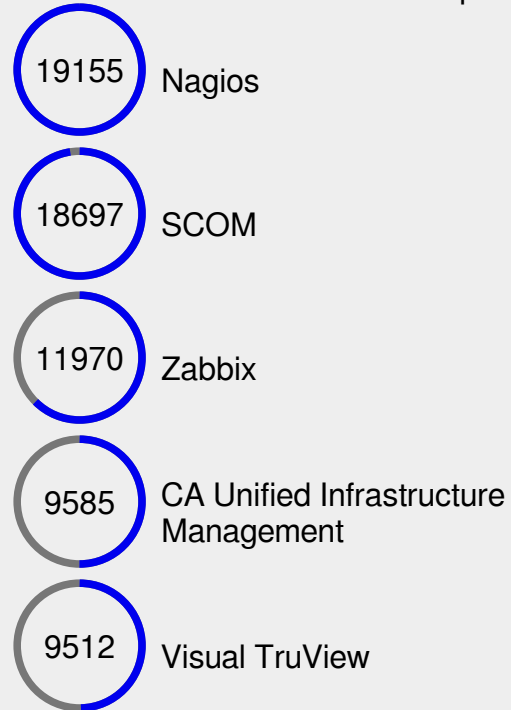
TOP 5

Based on Views



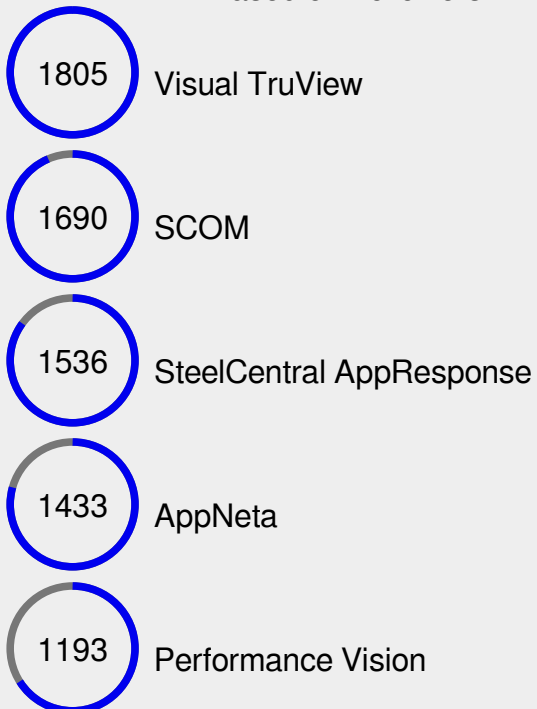
TOP 5

Based on Views of Comparisons



TOP 5

Based on Followers



TOP 5

Based on Rating



Solarwinds Network Performance Monitor

Vendor: SolarWinds



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

Pricing Information: \$2,675 USD and upward

Top Comparisons:*

PRTG vs. Solarwinds Network Performance Monitor	Compared 15% of the time.
Nagios vs. Solarwinds Network Performance Monitor	Compared 10% of the time.
OpManager vs. Solarwinds Network Performance Monitor	Compared 7% of the time.

Top Industries:*

Wireless Company	11%
Financial Services Firm	10%
Comms Service Provider	9%
Manufacturing Company	6%

Company Size:*

1-100 Employees	24%
100-1000 Employees	35%
1000+ Employees	41%

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

SOLARWINDS NETWORK PERFORMANCE MONITOR REVIEW BY A REAL USER



Isaiah Wekesa *Verified by IT Central Station*
User at a manufacturing company with 100-1000 employees

Valuable Features:

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.

Improvements to My Organization:

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.

Room for Improvement:

So far I am satisfied with the result but I am still learning how it works.

Use of Solution:

One year

Deployment Issues:

No it was very straight forward. You have understand the concept of networking to apply the tool. If you do then implementing it is easy. There were some version releases that had stability issues but the support team was very good at letting us know what we needed to do to fix the issues.

Stability Issues:

There were some version releases that had stability issues but the support team was very good at letting us know what we needed to do to fix the issues.

WHAT REAL USERS ARE SAYING...

"It enables us to monitor the health and functionality of our nodes on the MPLS."

"The Quality of Experience dashboard enables us to analyze application response compared to network response"

"It's nice that out of the box it includes customizable dashboards, alerting, reporting, and Active Directory integration. "

"Provided us with a quicker turn around time for diagnosing and remedying a failure or issue. "

"Allows us to recognize problems based on thresholds we set up for various resources."

"It helps locate in which region the network is down so that we can take immediate action to restore it."

Scalability Issues:

Scalability was not a problem. We only monitor nodes that matter most on the environment. This makes managing the environment easier. Less is more`

Customer Service:

They have always been helpful when we needed support I have no complaint at all.

Technical Support:

I would rate it at an 8 out of 10

Previous Solutions:

We used network instruments. For what we were trying to accomplish it was not just doing it to the level we needed and it was not very straight forward to use either.

Initial Setup:

The initial set up was very straight forward. I think complication comes with differences in environment.

Implementation Team:

It was an in house implementation and I did it myself.

ROI:

ROI on this has been fantastic. It was supposed to be a very expensive investment. We got a good deal and the product did not disappoint it has definitely help us dodge several bullets on several occasions.

Pricing:

Product including support was about \$6000 but I would say for what its able to help us do its more than that.

Alternate Solutions:

Yes I was able to go through a whole bunch of options such as managed engine but I was not very impressed with the licensing scheme. Also most products were SAAS and we wanted independence and ownership over the product.

Other Advice:

I would say understand your environment and what you want to see. Also know what you deem important to your business and policies that guide your network usage. Not everyone one would find this particular product to their liking but for those who want to get to the granular level of assessment this is definitely a product to look at.

Also they have now added a feature where the traditional style of setting up monitoring reports is no longer necessary. Initially you had to create complex alerting to know what happened at a particular time. Now you just have to filter by date and time and you can choose what network protocols to filter by to see what happened at a particular point and time in real time stats.

SOLARWINDS NETWORK PERFORMANCE MONITOR REVIEW BY A REAL USER



MCAM *Verified by IT Central Station*

Systems Admin Team Lead at a government with 100-1000 employees

Valuable Features:

When it comes to the new features in NPM 11, the most valuable addition for us is the deep packet analysis Quality of Experience dashboard (QoE).

Improvements to My Organization:

There's so many times where we get a question such as – "Is the network running slow?" It's really helpful being able to configure the deep packet analysis to say we want to look at these servers and just these particular applications - and get rid of the other noise. Before we started using NPM, we could get this info with Wireshark but it was incredibly painful getting it.

Room for Improvement:

From a QoE point of view - I'm really grateful it was released so that we could get started taking advantage of the features. The one thing that would make it even more helpful would be to allow us to define our own applications. But having said that, I posted a feature request on the thwack community and got a response from SolarWinds within a half hour, asking for more details about my feature request.

Use of Solution:

We started using NPM about a year ago and we've been using NPM v11 for about 3 months.

Previous Solutions:

We previously used WhatsUpGold, which has a fraction of the features for a tenth of the price. Moving to SolarWinds was a huge jump for our management since they were moving from a \$3,000 - \$4,000 solution to something which costs us \$30,000 - 40,000 (5 SolarWinds products). I showed management the feature request page for NPM. What they noticed right away was that 50% of the feature requests had a "what we're working on" tag. With SolarWinds, management gets visibility into our infrastructure without them having to ask us questions. They can look themselves, it's all there. The fact that SolarWinds listens to customer feedback and requests makes all the difference.

ROI:

For NPM 11, it enables management to see all of our infrastructure and gives them a heads up without doing a lot of work of how our systems are doing. To quantify it, I'll explain it like this: we were looking to upgrade portions of our networks and our CIO suggested spending money to increasing bandwidth in our datacenter. We used NPM 11 and found that our network bandwidth within the datacenter was incredibly underutilized, we could use more bandwidth by our workstations. NPM helped us focus where to spend money on our infrastructure because we can tell where we need to spend, rather than just a gut feeling. We didn't have that visibility with WhatsUpGold. WhatsUpGold is good as an alerting tool but it's useless for historical reporting. Graphs and easy correlation in SolarWinds are light-years ahead of what we were doing previously. Historical data is also more useful, we can go back 6-months and say ask ourselves what our pain points are and where we should invest more money. NPM paid for itself by allowing us to spend money where it needs to be spent.

CA Unified Infrastructure Management

Vendor: CA Technologies



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 vs. CA Unified Infrastructure Management	Compared 16% of the time.
	SCOM vs. CA Unified Infrastructure Management	Compared 5% of the time.
	PRTG vs. CA Unified Infrastructure Management	Compared 4% of the time.

Top Industries:*	Manufacturing Company	14%
	Tech Company	12%
	Comms Service Provider	11%
	Financial Services Firm	9%

Company Size:*	1-100 Employees	27%
	100-1000 Employees	10%
	1000+ Employees	64%

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

CA UNIFIED INFRASTRUCTURE MANAGEMENT REVIEW BY A REAL USER



Jason Downey *Verified by IT Central Station*
Principal System Administrator at a tech company with
100-1000 employees

Valuable Features:

The scalability of the product and heterogeneous OS coverage is really what sets this product apart from others. Other features like synthetic (e2e) transaction monitoring, OOTB application support as well as the UMP (Unified Monitoring Portal) are the icing on the cake.

Improvements to My Organization:

CA UIM is really built for the MSP and multi-tenant environments, although companies of all sizes are able to benefit from it. My company is a managed service provider and there are really no other products that allow us to manage multiple customer environments like UIM.

I've heard that there is now a free tool (CA UIM Snap) for up to 30 devices, but I haven't used it yet.

Room for Improvement:

There really is no perfect monitoring tool, CA UIM is really the best of breed if you need monitoring for all Operating Systems and a large list of diverse applications. Some areas of improvement would include enhanced management for the UMP where the MSP is concerned. Additional configuration auditing and reporting.

Use of Solution:

Six years.

Deployment Issues:

I've been working with the product for a long time and have a lot of experience with deployment, so I didn't have any issues. I do recommend that Professional Services be engaged in all but the smallest deployments. I've heard of many environments not being designed for scalability and deployed by the customer that had to be completely rebuilt due to a lack of knowledge on the product. Aspire Technical Professionals has a solid track record of successful large CA UIM deployments.

WHAT REAL USERS ARE SAYING...

"The scalability of the product and heterogeneous OS coverage is really what sets this product apart from others"

"We went from having fully 1/3 of all incoming alarms being about dead monitoring agents to less than 1%"

"Easy to use and configure out of the box. "

"The discovery tools and the ease of initial setup are very good."

"Alarm management capabilities, extensible architecture and the hub queues configuration are some of the reasons we like this solution."

"Provides a managed view of our data center and enables us to be proactive in preventing the most common problems."

Stability Issues:

In a large environment using tunnels, occasionally there were stability issues. I found most them were self-inflicted though early on due to my inexperience with the product.

Scalability Issues:

There were no issues with scalability after re-designing. After years of experience and PS we found the tiered design works best for scalability.

Customer Service:

Customer service is helpful and knowledgeable.

Technical Support:

8 out of 10

Previous Solutions:

We tried several Open Source tools like Nagios and Zenoss, but as the environment grew we found that those tools wouldn't scale the way we wanted. There was also a lack of Synthetic Transaction monitoring tools that would require large internal development effort. We chose Nimsoft because it covered Windows and Linux and most of the applications we wanted to monitor out of the box. Another large factor for us was the ability to customize the product, since we were used to using Open Source tools.

Initial Setup:

Initial setup was difficult because we didn't know what we were doing and had to re-design and re-deploy. I would definitely recommend professional services for all but the smallest environments, as it would've paid for itself in man hours.

Implementation Team:

Initially, we deployed internally which was a mistake. We were directed to Aspire Technical Professionals and they were able to help re-design our implementation to be scalable and highly available.

ROI:

I'm not sure the total ROI at this point, but as a service provider we generate revenue with the product so I'm sure it has paid for itself time after time.

Pricing:

I don't handle the contract negotiation, but expect this isn't Open Source so expect to pay for an Enterprise Monitoring solution. I'm a firm believer of "you get what you pay for" with almost everything. I'm a fan of Open Source tools for specific solutions, but a large multi-tenant environment needs an Enterprise solution.

Alternate Solutions:

Yes. SolarWinds, Tivoli, ManageEngine, and Accelops.

CA UNIFIED INFRASTRUCTURE MANAGEMENT REVIEW BY A REAL USER



SrAppEng2339 *Verified by IT Central Station*
Sr. Applications Engineer at a university with 100-1000 employees

Valuable Features:

Full featured, non-java, agent based technology that allowed the user to install as many probes as needed on each server rather than trying to monitoring everything initially like other products do. Not being written in java allowed far greater stability as well as a smaller footprint when running on each server.

Agent and probe maintenance via the console was a vast improvement from other products that required software distribution systems or admin access on each server to maintain and keep probe and robot versions up-to-date.

Improvements to My Organization:

We went from having fully 1/3 of all incoming alarms being about dead monitoring agents to less than 1%. You never want to be your own best customers when it comes to monitoring tools.

Room for Improvement:

The VMware monitoring had quite a bit of room to improve. In very large environments, the VMware probe could not keep up with data collection and would often times fall behind – thus scaling was an issue. In addition, the ability to filter in or out which VMs you wanted to monitor or not to monitor was severely limited. The suggested configuration is to monitor everything using the rule templates that applied to every live VM managed by the VC. While this was simple to setup, we ended up alerting on VMs that were not in use.

Secondly, the lack of a robust out-of-box maintenance mode functionality might be a detractor to some new users. I had to build my own maintenance mode functionality using the enrichment probe in addition to some CGI scripts and SQL triggers to allow me to place monitoring profiles into maintenance. The default setting only allow users to place entire servers into maintenance. This was a problem for URL, DB, ping, and VMware monitors.

Use of Solution:

3 years

I rate it 4.5 stars – one of the best server infrastructure monitoring tools I've used in the market.

Deployment Issues:

The deployment was extremely smooth. Installation was fast and simple. Configuration was mostly straight-forward with some hiccups where the documentation did not match the current release of probes.

Stability Issues:

Stability is exceptional. However, if you have unusual server configurations, Nimsoft may not behave so well – MS clustering. There also seems to be a bug where the entire Nimsoft Server config gets corrupted during a reboot. Support has yet to be able to track down the root cause of this issue. Recovery is annoying but simple is you've made a backup copy of your NMS config files.

Scalability Issues:

This tool scales very well in our environment of over 2K hosts and thousands of other profiles being monitored. As I said previously, only the VMware probe has scaling issues.

Customer Service:

When they were still Nimsoft, customer service was outstanding. After CA's purchase, support quality dropped as they lost qualified engineers.

Technical Support:

Technical support is currently average. You have some support folks who really don't understand the tool due to lack of experience and training and others who are veterans of the tool and pretty much can fix anything. It used to be stellar before the acquisition by CA. Attrition of good talent is to blame again.

Previous Solutions:

We previously used BMC ProactiveNet. Nimsoft shines like the sun compared to ProactiveNet with night and day differences in stability, scalability, functionality, features, and quality of support. Nimsoft was also considerable less expensive to monitor the same component infrastructure.

Initial Setup:

Base install was very simple and took place in under 8 hrs. Configuration was more complex since we were replacing an existing monitoring tool with Nimsoft. For a green-field environment, configuration would be a breeze for the core probes. Config can be done via GUI of directly editing the config files by hand or via custom scripts to do bulk adds.

Implementation Team:

We used a Nimsoft PS vendor working on conjunction with our in-house ESM engineers.

ROI:

With the very low costs for Nimsoft along with the greatly reduced maintenance cost, ROI was realized in just under 2.5 years. This is not to mention the unquantifiable benefits of a better scaling and more stable and highly functional tool replacing one that was not consistently delivering monitoring reliably.

Alternate Solutions:

IBM Tivoli Monitoring

HP SiteScope

Open Source

SolarWinds APM in conjunction with NPM (we ended up buying NPM for all network monitoring)

Other Advice:

Make a conditional contract such that Nimsoft develops a fully functional maintenance mode UI that allows not only servers be placed into maintenance, but also different monitoring profiles and components like URL, Ping, individual VMware guests, SQL instances, etc.

Also consider using something else to monitor VMware.

Nagios

Vendor: Nagios

Nagios®

Overview:	<p>Nagios is a leading, proactive IT infrastructure monitoring solution that allows you to detect and resolve problems before they have a negative effect on your business. With Nagios you can completely monitor and receive alerts for your services, servers, switches and applications, and even mitigate any future issues.</p> <p>Nagios is fully flexible and scalable, and gives users total peace-of-mind that their IT systems will continue running without causing any business interruptions.</p>	
Sample Customers:	<p>Nagios has over one million users globally, including AOL, DHL, McAfee, MCI, MTV, Yahoo!, Universal, Toshiba, Sony, Siemens, and JPMorgan Chase.</p>	
Pricing Information:	<p>Nagios XI - The most powerful, yet easy to use, IT Infrastructure monitoring and alerting solution. Nagios pricing for a Standard license: -Up to 100 hosts: \$1,995 -101-200 hosts: \$2,995 -Unlimited hosts: \$4,995. An initial Enterprise license costs an extra \$1,500. Both Standard and Enterprise licenses need to be renewed annually at a lower price. Free 60-day trial available.</p> <p>Nagios Fusion - Solve problems quicker and visualize operational status across your organization's IT environment with this solution. Total pricing is dependent on how many Fusion instances you plan on deploying. \$995 per license.</p> <p>Nagios Incident Management - Manage infrastructure incidents and allow for quicker problem-solving across the IT environment with this effective tool. Free 60-day trial available. Total pricing is dependent on how many instances you plan on deploying. \$995 per non-bundled, unlimited user license.</p> <p>Nagios Network Analyzer - This is the Nagios commercial-grade network flow data analysis solution, which provides users with in-depth insight into their network traffic and IT infrastructure. Free 60-day trial available. Total pricing is dependent on how many Network Analyzer instances you plan on deploying. \$995 per license.</p> <p>Nagios Core - This is IT infrastructure monitoring's industry-standard, open-source core. Free without professional support services.</p>	
Top Comparisons:*	SCOM vs. Nagios	Compared 11% of the time.
	PRTG vs. Nagios	Compared 10% of the time.
	Zabbix vs. Nagios	Compared 9% of the time.
Top Industries:*	Comms Service Provider	12%
	Financial Services Firm	12%
	Media Company	12%
	Tech Company	9%

Company Size:*	1-100 Employees	32%
	100-1000 Employees	21%
	1000+ Employees	47%

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

NAGIOS REVIEW BY A REAL USER



Artur Yarosh *Verified by IT Central Station*

Constructor of the computer systems at a security firm with 1-100 employees

Valuable Features:

Reliability

Security

Flexibility

Functionality

Availability - controllability anywhere and with different methods

Room for Improvement:

When compared to earlier versions, it looks like 4.x has lost the

statusmap.cgi

module.

Use of Solution:

I've used it for six years.

Deployment Issues:

I have had no problems deploying it.

Stability Issues:

I have no stability issues.

Scalability Issues:

I currently do not need to scale on my network.

Customer Service:

I only have the free version, which does not have customer service.

WHAT REAL USERS ARE SAYING...

"When compared to earlier versions, it looks like 4.x has lost the statusmap.cgi module."

"It works. What more did you want?"

"The best monitoring system for any small/medium size network!"

"Nagios is a great network and equipment monitoring system. Installing and configuring it from source is not easy but there are prepackaged bundles that can get you started with Nagios in a jiffy."

"Open Source Network Monitoring Tool "

"Large ecosystem of tools, but default interface is clunky and slow."

Technical Support:

I only have the free version, which does not have technical support.

Previous Solutions:

We use Cisco ASA and MySQL devices alongside Nagios as our network infrastructure needs expanding and required more serious hardware solutions.

ROI:

I believe it is hard to calculate for hardware.

Pricing:

I only use the free version.

Alternate Solutions:

Amanda

Cacti

Zabbix

Icinga (after installation).

Other Advice:

As a rule, any device upon delivery is obsolete. Pick up the solution for your business, based on your specific needs.

NAGIOS REVIEW BY A REAL USER



Chris Johnson/Arena Essex *Verified by IT Central Station*
IT Support Technician

Valuable Features:

It has been a reliable source of information regarding the state of the servers within the organisation and the flexibility of some of the features including the command structure has been invaluable in tracking some recurring faults.

Improvements to My Organization:

A good example more recently is where the DHCP/DNS servers kept dropping their scopes, making it difficult for users whose machines were releasing. I managed to come up with a modification to a script that could be inserted into the Nagios client (NSClient++) and checked so that an alert could be generated if the scopes were dropped to allow the administrators to immediately remedy the fault in the short term. By retaining some of the information they could also check for trending as part of their fault finding process for a longer term fix.

Room for Improvement:

Some of the reporting functionality is a bit basic and configuration is a chore although by the use of NagiosQL this can be made a lot easier.

Use of Solution:

5-6 years

Deployment Issues:

Beyond the usual learning curve when adopting a new package, not really, though I did need to brush up on some Linux skills including Apache so that the web interface could be seen.

Stability Issues:

None. Under Linux, Nagios is pretty stable to the point that it could stay in place and active longer than most of the servers it monitored. Since the system can self test its configuration, it is normally impossible to start Nagios with a fault present.

Scalability Issues:

No.

Customer Service:

Can't comment on this as Nagios Core is supplied without support.

Technical Support:

This is one down side to Nagios Core as it is supplied without support (Nagios XI can be obtained for a price which includes support). There are some support boards, however, that are an invaluable source of help which I have both used and contributed to.

Previous Solutions:

The outgoing system ws Network Eagle which was good at monitoring but not very good at presenting its results. Nagios was certainly a step up as we had previously needed to use a Visual Basic add on to display results which was limited to little more than a ping test display.

Initial Setup:

The initial setup involved making sure that you knew what you were monitoring, where, what and how. Once this was done it was then possible to complete a default template which could be used to set up a server. As ever, the main effort in the beginning (once the product was selected) was in designing the layout. The actual setup was somewhat laborious (as I had not yet set up NagiosQL) and repetitive but once done, the housekeeping was minimal.

Implementation Team:

This was all completed in-house.

Pricing:

The only actual cost was the cost of a set of feet for the display unit that was used in the service desk area. Everything else was either end of life machinery (i.e. the server) or freeware/gnuware (openSUSE Linux, the packages themselves). There is no day-to-day cost other than the usual running cost of the server.

Alternate Solutions:

OpsManager

Zabbix

Other Advice:

Nagios Core is a great solution for monitoring pretty much any size of deployment but you do need to know your way around a Linux system to set it up and run it. The skills you need include knowing the Apache setup on your chosen distro, configuring and compiling GCC tarballs and some idea about configuration syntax. Adding NagiosQL makes it simpler but that also needs some fettling to get it to work reliably. It also helps to be good with Windows administration though chances are that if you are looking at this sort of thing, you may be aware of that. Nagios does not detect systems out of the box and while it can be made to use WMI, it tends to be better working with the NSClient++ service on Windows which can be made to work much like the NRPE service which does the same duties under Linux and Unix.

Visual TruView

Vendor: Fluke Networks



Overview: Visual TruView by Fluke Networks is a unified solution for Application Aware Network Performance Management (AANPM). TruView embeds the most important data sources such as packet, transaction, NetFlow/IPFIX, and SNMP to present analytics in a time-correlated single dashboard view. These correlated views help you quickly see how well the infrastructure is transporting applications and how well those applications are performing in the context of end-user experience. And, TruView's integrated 10 Gbps full line rate stream-to-disk packet capture ensures you'll never miss an important event again.

Sample Customers: FloraHolland, Miami-Dade Public Library System, Southeastern Freight Lines, Valdosta State University, Everett Clinic, Bioreference, Key Information Systems, ACER, Odeabank A.S.

Top Comparisons:*	SCOM vs. Visual TruView	Compared 4% of the time.
	Nagios vs. Visual TruView	Compared 3% of the time.
	Solarwinds Network Performance Monitor vs. Visual TruView	Compared 3% of the time.

Top Industries:*	Financial Services Firm	14%
	Manufacturing Company	9%
	Comms Service Provider	9%
	University	8%

Company Size:*	1-100 Employees	12%
	100-1000 Employees	68%
	1000+ Employees	19%

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

VISUAL TRUVIEW REVIEW BY A REAL USER



Dom Fitzgibbon *Verified by IT Central Station*
Director at a tech services company with 1-100 employees

Valuable Features:

Being able to see both packet performance data and Netflow together in one screen makes problem resolution easy to tackle.

Room for Improvement:

Whilst the TruView solution today is quite comprehensive I believe there is always room to make a product better. From the regularity of releases it seems Fluke are doing a pretty good job here. There is really only one feature I know people have asked for:

Use of Solution:

2 Years

Deployment Issues:

I have done a number of demos, PoCs and deployments and whilst all customers/users are different the tool deploys extremely easily.

Stability Issues:

TruView is very stable. Whilst no product is devoid of bugs constant 24/7 usage with the product has not thrown up any stability issues.

Scalability Issues:

TruView says what it does on the tin. If it can capture traffic at 1G, 2G, 4G or 10G wire-rate it does. The onboard statistics will indicate any loss or discarded packets for the user to understand overloading of the solution. As there are a number of systems available it is certainly able to be overloaded with excessive packets in the packet engine or flows in the NetFlow collector component.

Customer Service:

PlexNet Pty Ltd in Australia provides this aspect of Fluke Networks but I have found the local team to be very supportive. Whilst Fluke Networks don't have a large number of staff in Australia they are a very transparent organisation and provide good service to their partners.

WHAT REAL USERS ARE SAYING...

"Great all in one tool aimed at the AANPM space"

"Helps our Network Team Respond to Potential Issues Before they Become Larger Ones."

Technical Support:

As a partner managing local technical support and often involved in multiple cases I have found the Fluke Networks team to generally have a good level of support. Having support teams in both Europe and America makes things easier for us in Australia. Whilst some cases take longer than others the resolution time is pretty good.

Initial Setup:

TruView takes only minutes to install. Once the IP addresses have been assigned it goes off and autodiscovers your infrastructure. Essentially from that moment you are collecting and analysing traffic. The application / server definition process afterwards can be done as time allows to tune the device. Auto baselining means that you don't even need to understand the application EURT and can be started immediately.

VISUAL TRUVIEW REVIEW BY A REAL USER



reviewer11267 *Verified by IT Central Station*
Tech Infrastructure Security Admin at a K-12 educational company or school with 1-100 employees

Valuable Features:

Being able to track down network anomalies and problems quickly.

Improvements to My Organization:

Visual TruView helped our network team respond to potential issues before they became larger ones.

Room for Improvement:

Nothing comes to mind, it's a great product.

Use of Solution:

I've been using Visual TruView for 1 year now.

Deployment Issues:

No, we haven't experienced any issues.

Customer Service:

Good to excellent

Initial Setup:

I didn't set it up. However, I heard it was pretty straightforward.

Implementation Team:

I believe it was a combination of vendor and in-house.

Other Advice:

It is a great product and will help you save time trying to find out where the issues are in the network.

OptiView XG

Vendor: Fluke Networks



Overview: The OptiView® XG is the first tablet specifically designed for the network engineer. It automates root-cause analysis of wired and wireless network and application problems allowing the user to spend less time on troubleshooting and more time on other initiatives. Use the OptiView® XG to deploy and analyze new technologies, including unified communications, virtualization, wireless and 10 Gbps Ethernet.

Sample Customers: Republic National Distributing Company, Tritelive, Saudi German Hospital, DeKalb County Schools, Valdosta State University, The Everett Clinic, Bio-Reference, Miami-Dade Library, Mitel, Borsa Istanbul, Cimarex, Lowndes County, High Point City, Carrollton City Schools, Kern County, Pruitt Communications, Chester Zoo, Bosch Group, Nephos6

Top Comparisons:*	Wireshark vs. OptiView XG	Compared 11% of the time.
	Zabbix vs. OptiView XG	Compared 7% of the time.
	OneTouch AT Network Assistant vs. OptiView XG	Compared 6% of the time.

Top Industries:*	Transportation Company	14%
	Comms Service Provider	12%
	Financial Services Firm	10%
	Media Company	8%

Company Size:*	1-100 Employees	17%
	100-1000 Employees	65%
	1000+ Employees	18%

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

OPTIVIEW XG REVIEW BY A REAL USER



Alex Baptista *Verified by IT Central Station*
Systems Engineer at a tech services company with 1-100 employees

Valuable Features:

For me, it's the clear sight, the possibility to capture and see clearly what is occurring is fantastic. Previously, I would spend hours and hours checking the flow of traffic using Wireshark for example.

Improvements to My Organization:

I work for a Cisco partner company and a certain part of the demand of our customers is characterized in troubleshooting of their networks. We always use the OptiView XG to detect failure points on the network of our customers, because it is fast to identify problems. We've solved problems involving spanning tree, duplicity mac address, timeouts for databases, delay and latency and so on, all this using the OptiView XG.

Room for Improvement:

I think that the discovery of a network can be improved if the OptiView would recognize more kinds of devices independent of the manufacturer.

Use of Solution:

I used it for less than one year, but it was enough to see how powerful the OptiView XG is.

Deployment Issues:

No, deployment has always been easy. I never had any issue with it.

Stability Issues:

No, the device always was very stable.

Scalability Issues:

No, we were able to use the OptiView for small businesses and large companies.

Previous Solutions:

My company always used the OptiView XG.

WHAT REAL USERS ARE SAYING...

"Complete, small, portable and has the power to solve several kinds of problems which makes it a fundamental tool for us."

"We've rented units to resolve issues on customer networks. It has streamlined and simplified troubleshooting problems."

"Whenever I need support, their engineers are fast and spot on in their diagnoses."

"A portable and durable solution. It's also easy to upgrade hardware to current standards."

Implementation Team:

I only did implementations through a vendor team and their level of expertise was good.

ROI:

Time: we used to spend days with a lot of IT workers from different areas. This time spent was reduced by hours. We're able to find the problem and hand it over to the responsible team solve it.

Pricing:

It was easy, as I mentioned earlier, we only need to understand the problem of the customer and we then define an action plan, in other words where to put the OptiView XG, what devices we need to pay attention to.

Alternate Solutions:

Well, Wireshark for example, but the problem was that we needed to understand a lot of the customer's topology and to mitigate and analyse the errors which was a waste of time.

Other Advice:

With this product there is no longer a need to spend hours and hours solving problems related to networks. You can get a report on the origin of the problem and deliver it to the responsible team to solve it.

OPTIVIEW XG REVIEW BY A REAL USER



reviewer138162 *Verified by IT Central Station*
Technical Specialist at a tech services company with 100-1000 employees

Valuable Features:

Line-Rate Packet Capture, AirMagnet Integration, ClearSight Analyzer Software.

Improvements to My Organization:

It has streamlined and simplified troubleshooting complex networking problems that would be nearly impossible to uncover with other products.

Room for Improvement:

The price could come down quite a bit.

Use of Solution:

About 1 year

Deployment Issues:

No

Stability Issues:

No

Scalability Issues:

No

Customer Service:

9/10

Technical Support:

9/10

Previous Solutions:

We previously used other solutions but switched for some of the advanced features and ability to capture at rates higher than 1Gbps.

Initial Setup:

Straightforward, if you want a complex configuration it is possible but not required to gain the main benefits from the product.

Implementation Team:

Obtained training from a certified Fluke Networks vendor, they are at a 10/10.

ROI:

We have not purchased the product due to the high cost. We have rented units as necessary to resolve issues on customer networks.

Zabbix

Vendor: Zabbix



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

Top Comparisons:*

Nagios vs. Zabbix	Compared 14% of the time.
Netflow Traffic Analyzer vs. Zabbix	Compared 13% of the time.
SCOM vs. Zabbix	Compared 12% of the time.

Top Industries:*

Comms Service Provider	20%
Financial Services Firm	14%
Manufacturing Company	7%
University	6%

Company Size:*

1-100 Employees	34%
100-1000 Employees	20%
1000+ Employees	46%

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

ZABBIX REVIEW BY A REAL USER



gtzgtz *Verified by IT Central Station*

Engineer at a tech company with 1-100 employees

Valuable Features:

Open Source: All the sources for all the products are Open Source, so you can use a complete product from the start. There are no "premium" features with additional cost.

Improvements to My Organization:

It gives you visibility over your infrastructure, so you are able to know the health of your services and it's dependencies every moment (and even to react automatically to problems). For example, in one organization I worked for, before Zabbix the problems were normally reported by the clients using the call center, so the Operations team was always working against the clock and with high levels of stress; after a successful implementation of Zabbix, putting the right monitors in place and a period of stabilization, the Operations team had the information to prevent the problems before the clients were affected. This resulted in a Operations team with lower levels of stress, more time to work on important projects and client satisfaction by lowering the number of problems visible by the client.

Room for Improvement:

The low discovery functionality is still very young so this feature has a lot of room for improvement. The graphics generated by the system can be improved and also the web interface. At this point in time it's possible to archive a good level of security by using external tools, but it would be nice if this level of security could be archived out of the box.

Use of Solution:

I've been using the solution since version 1.4 which was around 2008, so I've been using the product for six years now.

Deployment Issues:

Having the right knowledge, the installation and implementation of Zabbix it's very simple, even the principal Linux distributions already have a Zabbix version in their repositories. A successful implementations requires the knowledge of what it's necessary to monitor and the way to do it, but this is true for all monitoring products.

Stability Issues:

No, the software is very stable as well as the the components it depends on (in my case Linux, Apache, MySQL).

WHAT REAL USERS ARE SAYING...

"Chose Zabbix over Nagios but wouldn't suggest an in-house Zabbix implementation without a technical staff"

"Flexible but the UI is hard to get used to."

"Zabbix sends alerts which are useful to prevent server outages."

"Easy product with all the features you need but it would be nice if it had predictive trending."

"ZABBIX is a 'all-in-on' and 'true opensource' monitoring solution but needs needs improved reporting functions"

Scalability Issues:

No, Zabbix is very scalable and well programmed, also gives you elements to identify when the performance could be a problem and can be configured in a very granulated way. Also, the principal components can be separated and gives you options to distribute the monitoring (archiving horizontal scaling).

Customer Service:

I don't have first hand experience with the Zabbix SIA support, but the support the community provides it's great.

Technical Support:

Based on the information I can see in the Zabbix forums and social networks I would say Zabbix SIA have engineers with an excellent technical level.

Previous Solutions:

Yes, the principal reasons to switch to Zabbix were: Flexibility (Zabbix allowed the monitoring of something the other product does not), cost (no license costs, it was possible to monitor something with no extra costs, the hardware necessary for Zabbix was much lower) and in the tests Zabbix outperformed the other products evaluated.

Initial Setup:

The first time I installed the product (back in 2008) my initial impression was the software was complex to install, basically because at that time the repositories of my Linux distribution had an old version of the software and I wanted the most recent so I installed the software by compiling the sources; but once you understand, document and become familiar with the process it's pretty easy. Also, at the beginning understand the philosophy behind Zabbix was a little complicated but equally once you have the knowledge it all become easy and natural. Another aspect you can consider complex in Zabbix it's the lack of detail in some templates, so if you only use the out of the box templates (without changes) you ended up with a basic monitoring, most of the time you will need to extend the template to adjust it to your specific needs and obviously this will require knowledge of several aspects (this can be seen as an advantage or a disadvantage).

Implementation Team:

I've been responsible for about 4 Zabbix implementations and always was in-house job.

Pricing:

In this case, again, I don't have numbers. In the last implementation, the original cost was only the cost of the hardware plus the salary of the sysadmin responsible of the system, the day to day cost it's only the salary of the sysadmin. No fees for licenses and no fees for support at this time.

Alternate Solutions:

Yes. Nagios: This product it's the de-facto for open source monitoring. System Center Operations Manager: The monitoring solution of Microsoft.

Other Advice:

My advice is that its good to have a clear understanding of the goals you are looking to fulfill with the monitoring system, the objectives must be clear, also the environment in which the system will be implemented and the capacities (hardware, people, time, etc). There are a lot of aspects to take into consideration when choosing and implementing a monitoring system so invest as much time as possible in planning carefully. Zabbix is a great product, with great flexibility and I'm sure can be adequate to most of the situations, but maybe it's not the best choice in some scenarios, so plan carefully before choosing and implementing any product. For example, I would not suggest an in-house Zabbix implementation to a company without technical staff.

ZABBIX REVIEW BY A REAL USER



Ventsislav Kaynakchiev *Verified by IT Central Station*
System Admin at a tech vendor with 1000+ employees

Valuable Features:

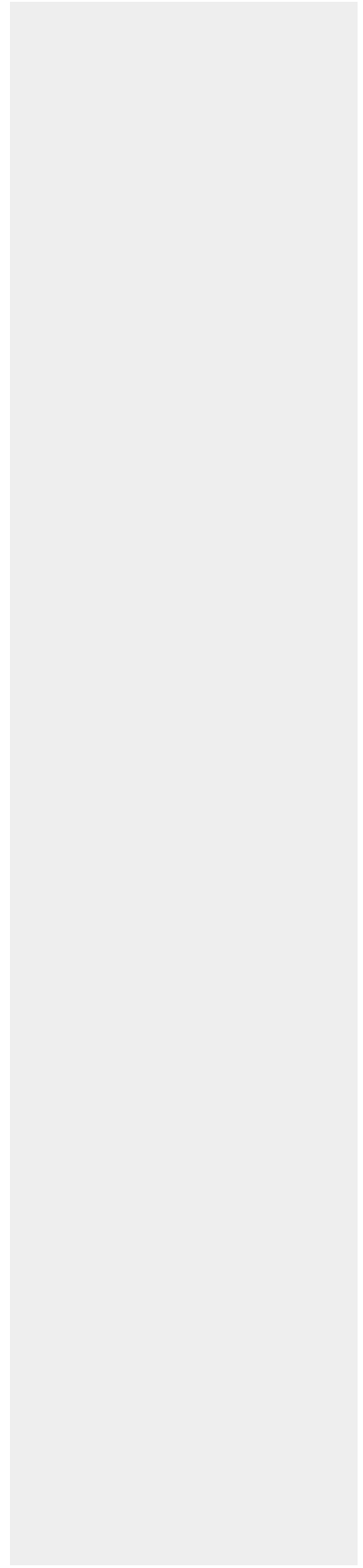
Zabbix is very flexible and scalable.

Room for Improvement:

The UI is hard to get used to.

Use of Solution:

2 years



Performance Vision

Vendor: SecurActive



Overview: Performance Vision is an agentless APM solution that provides in-depth application performance capabilities (L7), with a full retention of application transactions. PV enables a 15 mn installation with zero impact on the application/infrastructure. Through virtual appliance deployment, PV offers a native Virtual Traffic Capture between VMs.

Top Comparisons:*	AppNeta vs. Performance Vision	Compared 7% of the time.
	CA APM vs. Performance Vision	Compared 5% of the time.
	Actional vs. Performance Vision	Compared 5% of the time.

Company Size:*	1-100 Employees	66%
	100-1000 Employees	18%
	1000+ Employees	16%

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

PERFORMANCE VISION REVIEW BY A REAL USER



Jérémie Rodriguez *Verified by IT Central Station*
Network administrator at a government with 1000+ employees

Valuable Features:

We heavily use the "network analysis" section to dissect and analyze flows. When analyzing past incidents, we also use analysis of application performance. The analysis of the DNS queries is also very useful for us. In sum, we very much value the ability to program the PCAP captures according to the personalized criteria.

Improvements to My Organization:

When we are approached for our expertise following an incident on an SI that seems to indicate network infrastructure, the application easily allows us to highlight the black points and to generate exculpatory (or inculpatory) reports for the infrastructure, pointing to the real blocking points.

Room for Improvement:

We would like to see support for the sFlow protocol in a future version.

Use of Solution:

For 2 years.

Deployment Issues:

We have encountered problems with the license that is connected to the hypervisor on which the virtual appliance is deployed. All of a sudden, the VM is not transportable from one hypervisor to another, which worried us and forced us to review our mode of product displacement between different sites.

Stability Issues:

Nothing in particular.

Scalability Issues:

No concerns in particular. The physical machine hosting the product is sized properly for our needs.

WHAT REAL USERS ARE SAYING...

"The application easily allows us to highlight the black points and point us to the real blocking points."

"When a remote contact complains about a slow application, we can immediately pinpoint the cause of concern."

"Good Overview of Network Performance"

"It permits me to quickly identify the source of performance slowdowns, saving precious time analyzing."

"Following network saturations, SecurActive's analysis was able to detect where the problem came from and solve it. "

"Easy to use and allows us to have a realistic vision of what is going on at the heart of our network."

Customer Service:

The level of customer service is satisfactory. They make a point every year to follow up with our needs and product usage.

Technical Support:

The support is good enough and we received quick and competent assistance during incidents that we raised.

Previous Solutions:

We have not tested similar products over the long term.

Initial Setup:

The documentation is clear enough to permit a rapid installation and configuration. The video tutorials were appreciated.

Implementation Team:

The implementation was only done internally.

PERFORMANCE VISION REVIEW BY A REAL USER



Frank GUILAIN *Verified by IT Central Station*
Head of Systems and Networking at a insurance company
with 100-1000 employees

Valuable Features:

The most valuable feature has been the use of bandwidth.

Improvements to My Organization:

When a remote contact complains about a slow application, we can immediately pinpoint the cause of concern.

Room for Improvement:

Embed a warning system to a mailbox when it exceeds the threshold for use of bandwidth over a given period of time.

Use of Solution:

We have been using the solution for several months.

Deployment Issues:

No issues with deployment.

Stability Issues:

No issues with stability..

Scalability Issues:

We encountered no issues with scalability.

Customer Service:

Do not know - we never used the customer service.

Technical Support:

Excellent technical support.

Initial Setup:

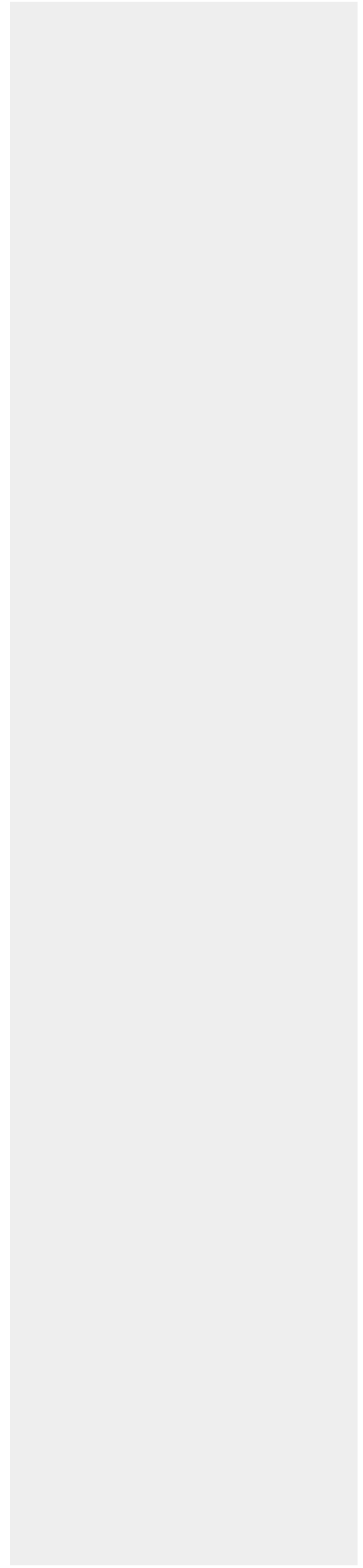
The installation was done by Securactive and was not complicated.

Implementation Team:

We implemented through Securactive. Expertise was excellent.

Alternate Solutions:

Operator-options (too complex, too expensive).



Geneos

Vendor: ITRS



Top Comparisons:*

Nagios vs. Geneos
Zabbix vs. Geneos
SCOM vs. Geneos

Compared 22% of the time.
Compared 10% of the time.
Compared 10% of the time.

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

GENEOS REVIEW BY A REAL USER



Steven Moreton *Verified by IT Central Station*
Senior Technical Director at CJC

Valuable Features:

The primary ability is to monitor systems in real-time. Many alternative monitoring systems use a polling system – so a short incident that occurs for a couple of seconds or less and resolves (such as a line outage or data gap). The small outage could have major consequences. Having to wait up to 60 seconds for the message can also mean valuable time is lost in resolving the issue.

The ITRS development team constantly works to make plug-ins and samplers, ensuring that when I implement new technologies – servers/black box solutions etc. minimal development has been done on my side. We can simply download the specifically written plug-in to the gateway and deploy the probe to the new technology. This 'off the shelf' approach beats onsite resources developing solutions that already exist.

Dashboards & auto execution – a few years ago the staff supporting our systems would have multiple windows open into various server applications. Not any longer. We have created powerful dashboards which on one screen shows every part of the system we need to see, going into the end applications is a rare occurrence and only for senior third line team members. Auto execution provides the ability to fix issues from the monitoring system. This allows us to have Geneos monitoring and incident management as our 'core skillset' – knowing how to support hundreds of applications via only needing to know one. Training is now far easier and staff can support more apps.

We support various versions of view the software at various institutions. The latest version is compatible with Linux/Solaris and SPARC. The probes (which deploy on end user systems) work on most OS including Windows. Consoles to the gateway to view status are Windows based and also various web based tools use modern versions of browsers such as IE, Chrome and Firefox.

Improvements to My Organization:

We can only respond to issues once we confirm that the issue exists. An analogy we sometimes use is likening our role to that of Formula One pit mechanics – we work hard to ensure the engine is tuned and running, but we can't stop unexpected issues 'on the track'. Once an issue happens, we need to be working to resolve it instantly. Any solution that does not monitor in real-time is a non-solution for both CJC and our end clients. As we can see the moment an issue occurs reaction times are quicker. Events are logged and so trend analytics can be used for performance benchmarks; so month to month or even day to day we can review the system health with a view to improving our performance and refine our monitoring.

WHAT REAL USERS ARE SAYING...

"The best real time data monitoring system however you may require a system architect to design the system initially."

"There were step by step installation instructions for every operating system but sometimes there were issues with the database."

"A very stable product, but the graphical interface could be improved."

"This is a great tool to automate the manual day-to-day checks, but the dashboard can't provide different status levels."

"It covers everything we need to monitor in one place."

"The initial setup was a bit complex but the product is easily scalable."

Room for Improvement:

CJC require an enhanced level of visual reporting for our clients, specifically due to the large datasets we need to analyse and the importance CJC place on capacity and upgrade management. CJC created a new visualisation tool utilising the existing ITRS Database. This was done with the full support and assistance of ITRS for our specific requirements. I have found that ITRS are aware of their client's requirements and work towards platform improvements to benefit individual clients and the community as a whole.

Use of Solution:

I first used the solution in 2009 however CJC have been working with this product since 1999. CJC has to provide 99.999% availability on mission critical infrastructures and it would be incredibly difficult to do this without Geneos. Our clients have a similar requirement of ITRS and so require consultants trained in the product to support their systems. We have assisted in the support of real-time infrastructures at 15 tier one to tier two banks along with brokers and vendors.

Deployment Issues:

From a software Installation point of view no, however all deployments come with their own challenges, especially when migrating away from an existing system as not one infrastructure is alike. CJC has historically upgraded a client from a legacy monitoring system on over 600 servers to ITRS, replicating thousands of bespoke rules and alerts. Migration has to be done with ITRS standing 'shoulder to shoulder' with the legacy system. ITRS during this time provide specialists and technical support to replicate rule sets.

Stability Issues:

Fortunately the system is very stable - we have never seen an application level incident with the monitoring system itself. The gateway has a redundancy mode which we enable so we have a live/live environment.

Scalability Issues:

None, once the server gateways are setup it's simple to deploy the probes. We adhere to ITRS guidelines and monitor the servers themselves to ensure that we are not adding unnecessary load. The gateways run a fairly low footprint on entry level server specs.

Customer Service:

The ITRS accounts team are passionate about the product and are client focused.

Technical Support:

Generally we work direct with the developers as CJC staff are at an advanced knowledge level with the application. The development team quickly understand our requirements and work with us to achieve the goals we require.

Previous Solutions:

We have historically supported many different monitoring systems, however one of the major reasons for switching was a previous system was not being developed further due to an end of live announcement. ITRS Geneos is commonplace on client sites and our teams had prior exposure or expertise. New staff can be trained on Geneos in a short amount of time and a solid user of Geneos can pull much more out of the system than previous alternatives.

Initial Setup:

The product is straight forward to install and configure along with the deployment of probes to servers. From out of the box installation to a point of monitoring systems can be done in less than 24 hours. Installing new servers/applications into an established system can be done in minutes. ITRS Geneos is very well known in the financial services community as being the best platform to monitor real time data infrastructures and the application does what it says on the tin. Industry peers reflect this sentiment. ITRS are very good at adding plug-ins to various new software and technologies/black box solutions and also provide order flow monitoring.

However, it being both straightforward AND complex is the key. The system is easy to setup from a software perspective, but you need a system architect to design the system initially. Geneos is ultimately designed for mission critical servers supporting real time infrastructures, high frequency trading, low latency and order flow (and much more). Even with a fairly small footprint – setup not done properly could cause huge exposure. None of this can be reflected on the software, as deployment is always straightforward, however the day to day operation is where the platform form is judged.

Implementation Team:

Generally we work through vendors however in most circumstances they provide CJC the freedom to setup the system how we require as ultimately we are doing the live support. We work with vendors/clients who have both a hands off and hands on approach to monitoring. However in both cases the understanding of why they would utilise ITRS Geneos shows their understanding of their own infrastructure needs.

ROI:

It's the primary tool to detect and start end to end incident management and system analytics so it's a key part of our company offerings.

Pricing:

Our clients pay for Geneos directly from ITRS.

Alternate Solutions:

We found the best alternatives to be open source systems, however the development costs to get these to the standard of ITRS meant that open source was more expensive. Many clients have also done internal investigations and have come to the same conclusion. I would prefer not to name these systems simply due to the confidence that they do a fine job, however, I believe they are not best placed in our fast moving industry.

Other Advice:

My logic is ask for a proposal – they cost nothing! If you don't ask, you don't get. It's up to those looking for top level monitoring to go to the various providers and weigh them up both in terms of functionality in cost. I'm confident ITRS would be competitive for commoditised IT and non-mission critical environments.

GENEOS REVIEW BY A REAL USER



EAI Specialist313 *Verified by IT Central Station*
EAI Specialist at a tech vendor with 1000+ employees

Valuable Features:

Active Console

Gateway

Webslinger

OpenAPI

Geneos netprobe

Improvements to My Organization:

We are now able to monitor our applications.

Use of Solution:

I've used it for one year.

Deployment Issues:

No issues encountered.

Stability Issues:

Sometimes there were issues with the database. If the database logging was high then the gateway would be slow.

Scalability Issues:

No issues encountered.

Customer Service:

10/10.

Technical Support:

10/10.

Previous Solutions:

We previously used Nagios, but switched to Geneos as it has better monitoring for applications. Also, it has more features and better configuration possibilities.

Initial Setup:

It was easy to setup as there were step by step installation instructions for every operating system.

Implementation Team:

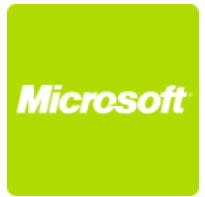
We used a vendor who were 7/10.

Alternate Solutions:

Yes we did, however I do not know what the other options were.

SCOM

Vendor: Microsoft



Top Comparisons:*	Nagios vs. SCOM	Compared 11% of the time.
	Zabbix vs. SCOM	Compared 7% of the time.
	New Relic vs. SCOM	Compared 6% of the time.

Top Industries:*	University	14%
	Financial Services Firm	11%
	Media Company	10%
	Energy/Utilities Company	8%

Company Size:*	1-100 Employees	46%
	100-1000 Employees	26%
	1000+ Employees	28%

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

SCOM REVIEW BY A REAL USER



Amit Panchal *Verified by IT Central Station*
Technical IT Manager at a engineering company with
1000+ employees

Valuable Features:

Performance data on Windows VMs

Ability to have a lot of out of the box management packs with key monitors in place

Ease of use

Improvements to My Organization:

Ability to know when servers are offline through agent heartbeats.

Room for Improvement:

Dashboarding and application performance management.

Use of Solution:

Three years.

Deployment Issues:

No we did not.

Stability Issues:

Yes we did have some, but with Microsoft's assistance (RAS) we were able to gain more insight and improve.

Scalability Issues:

No we did not.

Customer Service:

8/10.

WHAT REAL USERS ARE SAYING...

"Performance data on Windows VMs is a valuable feature but performance management needs to be improved."

"Ensure you have processes and technical resources in place to address issues."

"Microsoft Product monitoring is very valuable but monitoring non-Microsoft products has room for improvement "

"Valuable features include availability and dashboards but reports need to be improved"

"Good for Microsoft-centric environments."

"Expensive, but delivers what we need!"

Technical Support:

8/10.

Previous Solutions:

Used Foglight but it was extremely difficult to learn and pick up as a monitoring solution.

Implementation Team:

It was all done in-house.

Pricing:

Included as part of MS ELA.

Alternate Solutions:

Yes - Quest Foglight and Nimsoft

Other Advice:

If you are a large Microsoft shop then this product excels in monitoring Microsoft services.

SCOM REVIEW BY A REAL USER



SY *Verified by IT Central Station*

Principal ICT Architect at a aerospace/defense firm with 100-1000 employees

Valuable Features:

It would have to be the ability to monitor services, devices, and operations for many devices from a single console leveraging a wide variety of Management Packs available.

Improvements to My Organization:

Ability for support staff to know when there is a problem, identify where the problem is, and figure out what is causing the problem, ideally before the users of the applications encounter the problems.

Room for Improvement:

If it could have SysLog capabilities and if the Microsoft Management Packs were out of the box instead of a separate download.

Use of Solution:

Our current project is still ongoing, its been at least 7 years.

Scalability Issues:

Yes, but only if you decide to integrate ACS with OpsMgr. Then storage could become an issue depending on where the customer believes the security logs must come from.

Customer Service:

If you have Microsoft Premier Support, then all is well.

Other Advice:

Understand what is critical in your environment first and what needs to be monitored.

SteelCentral AppResponse

Vendor: Riverbed



Overview: AppResponse Xpert is a unique application performance management, monitoring and troubleshooting solution that approaches performance from the end-user's perspective. The solution is a Riverbed OPNET product, and gives a proactive, in-depth analytical view of any application performance issues, whether web-based or non-web based.

AppResponse Xpert is flexible, customizable and fully automated, enabling network users to focus on the bigger IT picture, giving business users maximum productivity, and providing end-users with an optimal application experience.

Sample Customers: Gartner, Swiss Post, WestLB, Turner, Samlink, RGIS, NetJets, SITA, Mobistar, Lehigh Valley Health Network, and Trafigura.

Top Comparisons:*	Dynatrace Data Center RUM vs. SteelCentral AppResponse	Compared 8% of the time.
	Visual TruView vs. SteelCentral AppResponse	Compared 7% of the time.
	Solarwinds Network Performance Monitor vs. SteelCentral AppResponse	Compared 7% of the time.

Company Size:*	1-100 Employees	38%
	100-1000 Employees	19%
	1000+ Employees	44%

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

STEELCENTRAL APPRESPONSE REVIEW BY A REAL USER



Giuliano Tomiazzi *Verified by IT Central Station*
BDE Cloud Services at a tech consulting company with 1-100 employees

Valuable Features:

End-user experience monitoring for web and non-web applications at the user transaction level.

Improvements to My Organization:

Simply moving the focus from the IT infrastructure components to the end user with the result that it drastically reduces the time spent on troubleshooting performance issue.

Room for Improvement:

It's not able to monitor SAP transactions.

Use of Solution:

I've used it for two years.

Deployment Issues:

Absolutely not and it's easy and fast. Within a few minutes you can see what you didn't see before.

Stability Issues:

No, we haven't gotten any problems so far.

Scalability Issues:

No issues with the hardware/software, but the licensing did cause some issues.

Customer Service:

Good.

Technical Support:

Good.

WHAT REAL USERS ARE SAYING...

"It's not able to monitor SAP transactions but it is a complete solution portfolio for monitoring and solving issues."

"Efficient network troubleshooting and application performance solution"

"AppResponse Xpert is a great solution for whoever is looking to for infrastructure troubleshooter."

"Perfect for seeing the impact of SOA and complex applications"

"Excellent for strategic metrics and as a troubleshooting/analysis tool, but needs better integration with AppInternals Xpert"

Previous Solutions:

No we didn't.

Initial Setup:

As I said before the initial set-up was simple and fast.

Implementation Team:

We implemented it in house.

Other Advice:

We chose Riverbed for its complete solution portfolio that can help monitoring and solve performance issues.

STEELCENTRAL APPRESPONSE REVIEW BY A REAL USER



Cédric Larfeil *Verified by IT Central Station*
Consultant at a tech services company with 1000+ employees

Valuable Features:

Opnet probes (AppResponse Xpert), now part of Riverbed, capture network traffic and calculate automatically many applicative and network KPI. AppResponse Xpert can trigger alerts on KPI.

Captured traffic can be analysed in AppTransaction Xpert to find network or applicative issues. AppTransaction Xpert is a powerful tool permitting to focus quickly on problems and freeing the network engineer from fastidious and time consuming calculations / research.

Improvements to My Organization:

Provides quick feedback on day to day applicative and network issues and permit to quickly break the tie between applicative teams suspecting the network and network teams suspecting servers or applications.

It avoids long time discussions by providing quick results and reduces dramatically time to repair / fix the issue.

Use of Solution:

4 years

Stability Issues:

Disks are heavily used for traffic capture and may break times to times but RAID feature avoids any production pause.

Scalability Issues:

No

Customer Service:

Medium.

Technical Support:

Medium.

up.time

Vendor: uptime software



Sample Customers: Bank of Montreal, Bank Leumi Switzerland, Banque Nationale du Canada, Chicago Stock Exchange, CI Investments, Commerce Bank, Country Insurance & Financial Services, Ford Motor Credit, Fimat International Banque, Insurance Group Australia, JP Morgan, MasterCard Incorporated, Merrill Lynch, Scotiabank, Standard Life, Telekurs Financial, US Central Credit, Cisco, MicroSoft, US Air Force, Neiman Marcus, NASA, Vodafone, Ford, Xerox, Lockheed Martin, ConocoPhillips, Heineken, nyc.gov, at&t, Chicago Stock Exchange, Hitachi, Barrick, Domino's Pizza, NCR, UN, bcllc, Sony, Mount Sinai Medical Center, Siemens, Carillion, Deloitte, Woolworths

Top Comparisons:*	Nagios vs. up.time	Compared 7% of the time.
	CA Unified Infrastructure Management vs. up.time	Compared 7% of the time.
	Solarwinds Network Performance Monitor vs. up.time	Compared 6% of the time.

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

UP.TIME REVIEW BY A REAL USER



benjamin griffiths *Verified by IT Central Station*
SaaS Operations Tier 1 at a tech services company with 1-100 employees

Previous Solutions:

My company used to use Nagios for their monitoring systems. We switched over to up.time for the ease of use and the functions that were available in maintaining the monitor environments.

Other Advice:

When I first started looking at up.time software at my company we only had 90 monitors checking out the basic functions of the servers we have. Now with the features given through up.time we have over 300 + monitors constantly checking every environment that we have and also checking out databases for errors. This makes it a lot easier for the team I work with do to the fact that we can look at one place and see what is all wrong or in a warning status.

WHAT REAL USERS ARE SAYING...

"Great product with minimal errors"

"Plan to start with a small implementation"

"an easier server and systems monitoring solution"

UP.TIME REVIEW BY A REAL USER



Curt Foidart *Verified by IT Central Station*
Senior Systems Administrator at a hospitality company
with 100-1000 employees

Valuable Features:

Dashboards

Improvements to My Organization:

Reduced MTTD

Room for Improvement:

Maintenance windows need to be streamlined.

Use of Solution:

Over 4 years

Deployment Issues:

No, it was quick (30 days)

Stability Issues:

Yes, we've had issues with the vCenter integration.

Scalability Issues:

Yes, without Oracle it is difficult to grow.

Customer Service:

5 stars! Excellent.

Technical Support:

5 stars! Excellent.

Previous Solutions:

Yes, HP OpenView, which was too difficult to administer.

Initial Setup:

It was simple.

Implementation Team:

A combination of in-house and vendor deployment.

Alternate Solutions:

Yes we evaluated Solarwinds, Nagios and others.

Other Advice:

Plan to start with a small implementation using a scrum release. Evolve the up.time implementation by later adding dashboards, topological dependencies, SLAs and more.

IT360

Vendor: ManageEngine



Top Comparisons:*

Nagios vs. IT360

Compared 7% of the time.

OpManager vs. IT360

Compared 6% of the time.

Zabbix vs. IT360

Compared 6% of the time.

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

IT360 REVIEW BY A REAL USER



Mohammed Numaan Sayeeduddin *Verified by IT Central Station*

Security & Network Specialist at a manufacturing company with 1000+ employees

Valuable Features:

I like the distributed model of IT360 like the central and probe model.

Improvements to My Organization:

An example is that we have multiple sites monitoring the network. This is done by a probe server, and at the main office we have a central server, which helps us to monitor systems but only from the main office, i.e.. the central server for the whole enterprise.

Room for Improvement:

The GUI could be improved.

Use of Solution:

I have used it for two years.

Deployment Issues:

No, I didn't have any issues.

Stability Issues:

No issues encountered.

Scalability Issues:

No issues encountered.

Customer Service:

4/5.

Technical Support:

4/5.

WHAT REAL USERS ARE SAYING...

"It was not complex to set up but the GUI needs to be improved."

"It enables agentless monitoring although they need to fix the downtime scheduler for SNMP monitored devices."

Previous Solutions:

I used Whatsup Gold mostly, but based on my client requests we moved onto ManageEngine IT360.

Initial Setup:

I can say it was not complex, it is just similar to other monitoring solutions.

Implementation Team:

We used a vendor team who were 4/5.

ROI:

Rate of interest would be 4/5.

Alternate Solutions:

No other options were evaluated.

Other Advice:

I would suggest you use this product as it's easy for administration, and is based on distributed model support.

IT360 REVIEW BY A REAL USER



SysEng467 *Verified by IT Central Station*
System Engineer at a university with 1-100 employees

Valuable Features:

Agentless monitoring

Performance history reporting.

Improvements to My Organization:

We now have the ability to detect service outages and rectify them before they impact business operations.

Room for Improvement:

ManageEngine needs to fix the downtime scheduler for SNMP monitored devices. Alarms are still generated for the devices placed into scheduled maintenance. Surprisingly, this defect has been carried through from version 9 to 10.

Use of Solution:

I've used it for two and a half years.

Deployment Issues:

Active Directory integration is done via LDAP query. Why not use the native libraries included in Windows instead?

Stability Issues:

This product is incredibly stable.

Customer Service:

Absolutely fantastic. ManageEngine support representatives are able to do almost anything at anytime.

Technical Support:

Absolutely fantastic. They are almost always able to provide a solid solution when any problems arise.

Initial Setup:

Installation was just a series of clicks through the wizard. Everything fell into place and the system started working.

Other Advice:

Never use the database server included with the product. Always use a separate Microsoft SQL server. This saves a lot of time when troubleshooting.

LANGuardian

Vendor: NetFort



Top Comparisons:

IOS Security vs. LANGuardian

Compared 8% of the time.

Solarwinds Network Performance Monitor vs. LANGuardian

Compared 7% of the time.

CA Unified Infrastructure Management vs. LANGuardian

Compared 7% of the time.

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

LANGUARDIAN REVIEW BY A REAL USER



Bassem Kattan *Verified by IT Central Station*
Research Special Projects Lead at a K-12 educational
company or school with 100-1000 employees

Valuable Features:

The ability to detect and decipher torrent traffic for the purpose of identifying what some refer to as "copyright violators".

Improvements to My Organization:

Our CIO asked us to track down the source of undesired uploads, which trigger e-mails received by outside bodies regarding what they refer to as "copyright violations", and Languardian was the most efficient and effective tool for the job.

Room for Improvement:

Sure, at the time we bought the product, the GUI and graphs/reports/pie charts etc ... were not fully developed.

Use of Solution:

2.5 years

Deployment Issues:

Minor, mainly due to the dynamic nature of the protocol, but that was nothing the support was not able to promptly address.

Stability Issues:

Minor, related to the underlying Unix operating system, which the developers addressed as well.

Scalability Issues:

None encountered.

Customer Service:

Excellent.

WHAT REAL USERS ARE SAYING...

"Cost effective but when we originally purchased LANGuardian, some features needed further development."

"Helps us detect security threats although it does take a long time to load results."

Technical Support:

Excellent.

Previous Solutions:

We did attempt to do the job using a DPI engine, but the product failed to deliver our requirements.

Initial Setup:

It was a very simple set-up.

Implementation Team:

It was done in-house.

ROI:

Since it was used as a forensic rather than profit generating, what I can say is that it is very cost effective.

Pricing:

Nothing more than the usual power/cooling/space required by a 2U server.

Alternate Solutions:

For the sake of confidentiality I can not disclose the name of other products, except, as mentioned above, that we attempted to use a DPI engine previously.

Other Advice:

Don't bother spending time stitching your own solution, because you will find that to be more expensive than this cost effective solution.

LANGUARDIAN REVIEW BY A REAL USER



MshariA *Verified by IT Central Station*

Computer Network Specialist at a healthcare company with 1000+ employees

Valuable Features:

Provides a detailed view of internet bandwidth consumption.

Improvements to My Organization:

We can track users who misuse internet usage, it helps us detect security threats and more.

Room for Improvement:

It takes a long time to load results. I think it would be great if they fix the slowness issue in the next release.

Use of Solution:

We've been using this product for more than 3 years.

Deployment Issues:

No issues with deployment.

Stability Issues:

No issues with stability.

Scalability Issues:

No issues with scalability.

Customer Service:

Excellent

Technical Support:

Excellent

Previous Solutions:

We have the proxy server from BlueCoat, but we couldn't track the users who are not joined to the domain.

Initial Setup:

It was simple and easy.

Implementation Team:

We installed the product by ourself with the support from Netfort team.

ROI:

I don't have a number, but it is very useful for us.

Other Advice:

If you are looking for a solid solution that can be easily deployed then I'd recommend considering Netfort solutions.

Netrounds

Vendor: Netrounds



Sample Customers:	Telenor, Sappa, Clas Ohlson, Netnordic, Kabelnoord, Lunet,	
Top Comparisons:*	Solarwinds Network Performance Monitor vs. Netrounds	Compared 6% of the time.
	Nagios vs. Netrounds	Compared 6% of the time.
	CA Unified Infrastructure Management vs. Netrounds	Compared 5% of the time.

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

NETROUNDS REVIEW BY A REAL USER



Peter 'Piotten' Öberg *Verified by IT Central Station*
Network and System Specialist at a tech services
company with 1-100 employees

Valuable Features:

The live packet capture feature

Improvements to My Organization:

Quicker troubleshooting and better network monitoring

Use of Solution:

2 years

Deployment Issues:

No, fast and easy

Technical Support:

4-5 of 5, very good, fast tech support

Initial Setup:

Easy and straightforward

WHAT REAL USERS ARE SAYING...

"Great product and fast
support"

OpManager

Vendor: ManageEngine



Top Comparisons:*	Nagios vs. OpManager	Compared 19% of the time.
	SCOM vs. OpManager	Compared 17% of the time.
	Solarwinds Network Performance Monitor vs. OpManager	Compared 14% of the time.

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

OPMANAGER REVIEW BY A REAL USER



Bruce Richards *Verified by IT Central Station*
IT Manager at a financial services firm with 1-100 employees

Valuable Features:

FIM, and SIEM both available in free version (fewer than 10 devices).

Use of Solution:

We've been evaluating the free version for about a month.

Deployment Issues:

Deployment was quite easy. We used the PostgreSQL version which comes with the install. Deploying agents through the application was problematic so we installed them manually.

Scalability Issues:

Since we are a small shop, we only needed what was available in the free version.

Customer Service:

Excellent. It was on my initial contact that the rep suggested I wait a day to download the product, as more functionality would be added to the free version.

Technical Support:

Excellent. I have submitted a few support requests and received prompt, courteous assistance, even though we are using the free version of the software.

Previous Solutions:

We have tried a few others but this is the first that offered file and log monitoring.

Initial Setup:

Very simple setup. Much easier than some of the other big-name monitoring solutions out there.

WHAT REAL USERS ARE SAYING...

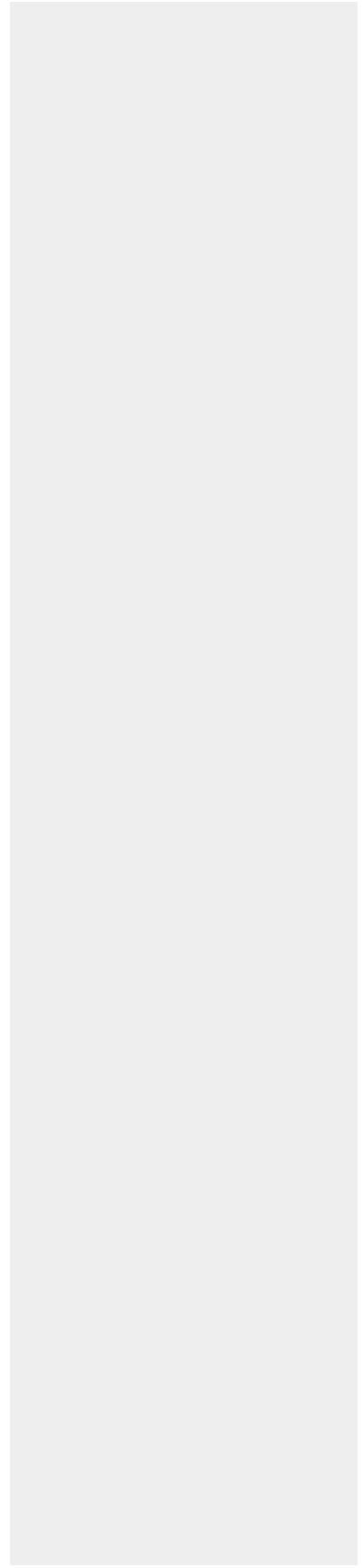
"Deploying agents through the application was problematic but overall deployment was easy."

Implementation Team:

We implemented it in-house.

Alternate Solutions:

Yes, we looked at SolarWinds, Splunk, and Spiceworks.



Opsview Enterprise

Vendor: Opsview



Overview: IT service monitoring software with service impact analysis, capacity planning, and event correlation for distributed enterprises.

Sample Customers: AXA, Cambridge University Press, Cornell University, Heartland Payment Systems, KBM Group, Massachusetts Institute of Technology, OST, Vision Critical

Top Comparisons:*	Zabbix vs. Opsview Enterprise	Compared 12% of the time.
	Nagios vs. Opsview Enterprise	Compared 7% of the time.
	PRTG vs. Opsview Enterprise	Compared 4% of the time.

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

OPSVIEW ENTERPRISE REVIEW BY A REAL USER



Alan Wijntje *Verified by IT Central Station*
Consultant at a tech services company with 1-100 employees

Valuable Features:

Easy to configure and deploy a distributed setup (allowing us to quickly and (nearly) effortless add new servers to the platform).

Improvements to My Organization:

We now have a single view for all systems monitored within our IT estate, while we previously had three different systems (each configured differently).

Room for Improvement:

Hard to say, some minor changes could help improve ease of configuring (which have already been requested and are now on the roadmap).

Use of Solution:

I think about 4+ years now

Previous Solutions:

Yes, we used vanilla Nagios which was spread out over three different installs with different configurations and different versions.

Initial Setup:

Although we needed a complex distributed setup (our network is segmented so we needed distributed servers) the ease with which you can deploy Opsview made this a relative easy task.

Implementation Team:

We implemented with our in-house team, recently we did a major version upgrade with support from the vendor which went really well and I rate their expertise quite high.

Alternate Solutions:

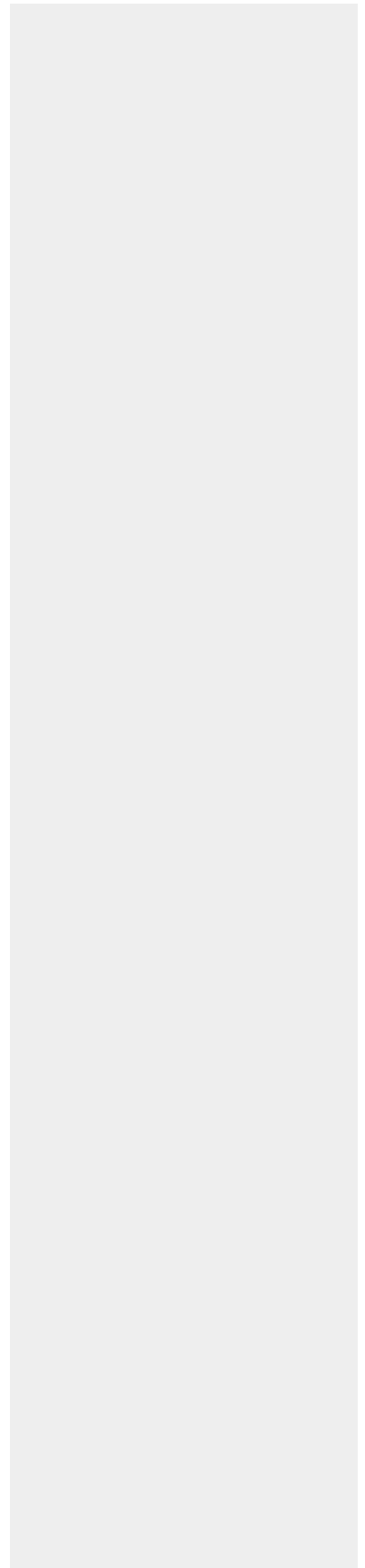
Yes we did a small POC with Zabbix, Centreon and Icinga.

WHAT REAL USERS ARE SAYING...

"Easy to configure and deploy a distributed setup but some minor changes could help improve ease of configuring"

Other Advice:

Opsview is easy to configure and expand, but make sure you have a good plan on how you want to deploy and use Opsview (you can get a lot off information from their website, documentation site and even on IRC).



PRTG

Vendor: Paessler AG



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

Top Comparisons:*	Nagios vs. PRTG	Compared 24% of the time.
	Solarwinds Network Performance Monitor vs. PRTG	Compared 15% of the time.
	SCOM vs. PRTG	Compared 11% of the time.

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

PRTG REVIEW BY A REAL USER



Joshua F. Volcy *Verified by IT Central Station*
SATCOM Tech / Network/System Admin at a government
with 1000+ employees

Valuable Features:

Bandwidth graph and Layouts

Room for Improvement:

Map designer could be improved by adding more flexibility to the links instead of the straight line.

Deployment Issues:

No

Stability Issues:

No

Scalability Issues:

No

Previous Solutions:

Previous solutions had to many dependencies and were unstable for the most part. Overhead and additional cost of critical features were costly.

Initial Setup:

Initial setup is as easy as it will get for a software of this type. The entire application core and probe literally install and run in less than 5 minutes. I am used to having dependencies and multiple modules taking over an hour to fully install for similar product.

Alternate Solutions:

SolarWinds, WhatsUp, OpenNMS, Nagios, Netcool, OPManager, Splunk

WHAT REAL USERS ARE SAYING...

"Intuitive and Compact Monitoring Solution"

"Finally a system monitoring tool that is easy to deploy and simple to use. "

Other Advice:

This is a review of PRTG version 14. As far as network monitoring and analysis, I cannot think of a more intuitive and flexible product on the market today. Where PRTG shines is in its speed and compact design. The latest interface is ideal for complex networks and as useful for simple networks. Initially, I had a negative reaction to the idea of the sensor based license approach. Once I deployed PRTG on the network, the sensor model makes perfect sense. For the amount of sensors that I used and the included features, the cost of PRTG is over 80% lower than other software suites that claim to have similar features. I am not an employee of PRTG, I am just a very satisfied user. If you are a sysadmin or netadmin and have been struggling to find the ideal monitoring tool, I urge you to give PRTG a try. The trial is free. You will not regret it. I just wish someone had told me about this application a few years ago.

PRTG REVIEW BY A REAL USER



John Chenard *Verified by IT Central Station*
Director of Operations at a tech vendor with 1-100 employees

Valuable Features:

First let me start by saying I have been using system monitoring tools for a very long time. I first cut my teeth with HP Openview "back in the day" and most recently with Microsoft System Center which I have now completely replaced as a monitoring and alerting system with a bit of software called PRTG from a company called Paessler. Here are the top 10 strong points of PRTG:

- Rapid deployment - But, there are best practices for sure...
 - Highly scale-able
 - Intuitive interface - quick learning curve
 - Inexpensive to license
 - Accurate
 - Works with most infrastructure without customization
 - Updated often and very easy to update
 - Good support from the vendor
 - Kind to disk space consumption - not sure how they do it!
 - Easy to re-architect as your infrastructure changes
- My company runs a large scale SAAS infrastructure with a large mix of technologies. PRTG is the first software product we have used to accurately alert the right people of trouble. This has been a huge boost in customer satisfaction for sure.

Room for Improvement:

There is not much not to love in this software but one item on my wishlist that has yet to be addressed in an intuitive way is the ability to use and manage templates. This would allow you to apply templates easily and then modify templates easily.

Overview: AppNeta is revolutionizing IT Performance Management with the first cloud-delivered service for integrated, end-to-end visibility across networks & applications

Sample Customers: AppNetaC, Penton Media, Burndown, CRMcheckr, SpeedCheckr, Pathtest

Top Comparisons:*	New Relic vs. AppNeta	Compared 20% of the time.
	AppDynamics vs. AppNeta	Compared 6% of the time.
	ExtraHop vs. AppNeta	Compared 5% of the time.

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

APPNETA REVIEW BY A REAL USER



Aaron Leskiw *Verified by IT Central Station*
Network Engineer at a tech consulting company with
1000+ employees

Valuable Features:

Agentless, real-time monitoring of networks and applications.

Identify hop-by-hop network performance.

Monitor end-to-end performance through service-provider MPLS clouds or on private networks.

Hosted service with minimal configuration required.

Room for Improvement:

Uses "micro-appliances" which must be installed onto the network.

Does not perform traditional SNMP/CLI/NetFlow/WMI etc monitoring.

Other Advice:

AppNeta provides a range of products, all based around intelligent network testing algorithms. PathView cloud is their hosted service, relying on miniature plug and play network devices which phone home to the cloud service.

The "micro-appliances" are actually network sequencers which generate network traffic, then record and process the results. The general idea is to target an end-device (server, router, etc), with the intent of measuring the path between the micro-appliance and the end-device.

The application is designed to monitor network paths, not necessarily devices so won't replace your NMS. But, it does a surprisingly good job of detecting network capacity, as well as potential problems with a path.

WHAT REAL USERS ARE SAYING...

"AppNeta's PathView Cloud provides agent-less end-to-end network monitoring."

Join the IT Central Station Community

This report features just a few of the Network Performance Monitoring reviews on IT Central Station. If you would like to read more about what real users are saying about the many Network Performance Monitoring solutions on the market, visit the Network Performance Monitoring page at IT Central Station:

<http://www.itcentralstation.com/category/network-performance-monitoring>

There are a number of ways you can participate in the IT Central Station community. Write a review, read a comment, or just follow a product. Either way, we'll be sure to let you know when people are talking about the solutions you care about!

Give to Get

Did you find this whitepaper helpful? At IT Central Station, our philosophy is "Give to Get". Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please expect to be contacted shortly by an IT Central Station Community Manager. We will ask you for 10 minutes of your time to review a product that you use either via a 10 minute phone interview or questionnaire. You can choose to review anonymously or not and your company name will not be included in the review.

If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.