

Grid[®] Report for Application Performance Monitoring (APM)

Spring 2021



Application Performance Monitoring (APM) Software

| Contenders | | | | | | | | Leaders |
|------------|--|--|--|--|--|--|--|-----------------|
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| Niche | | | | | | | | High Performers |

Market Presence

Satisfaction

G2 Grid[®] Scoring

(Application Performance Monitoring (APM) Software continues on next page)

Application Performance Monitoring (APM) Software (continued)

Application Performance Monitoring (APM) Software Definition

Application performance monitoring (APM) tools allow users to monitor and track the performance of particular software or web applications to identify and solve any performance issues that may arise. These solutions provide performance metrics for applications, with specific insights into the statistics such as the amount of transactions processed by the application or the response time to process such transactions. APM products form a baseline for these metrics and monitor the applications for any variance from the baseline. The metrics are displayed in a variety of data visualizations for easy conceptualization of the overall performance. They are very commonly used by application administrators to manage web applications in hopes to discover possible reasons for delays in response time. With the ability to identify and fix any performance issues, businesses can provide an optimal user experience. Some APM solutions may offer similar functionality to [database management systems](#) and [network monitoring](#) solutions.

To qualify for inclusion in the Application Performance Monitoring category, a product must:

- ▶ Monitor and track the performance and response time of software or web applications
- ▶ Create a baseline of performance metrics and alert administrators when performance varies
- ▶ Provide visual data for users to better understand the performance metrics
- ▶ Assist in remedying any application performance issues

Application Performance Monitoring (APM) Grid® Scoring Description

Products shown on the Grid® for Application Performance Monitoring (APM) have received a minimum of 10 reviews/ratings in data gathered by March 02, 2021. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [Dynatrace](#), [AppDynamics](#), [LogicMonitor](#), [SolarWinds Server & Application Monitor](#), [Splunk Enterprise](#), [New Relic One](#), [Sumo Logic](#), [Microsoft System Center](#), [Datadog](#), [Instana](#), [Veeam ONE](#), [Instabug](#), [Logz.io](#), [Pulse Secure Virtual Traffic Manager](#), and [PRTG Network Monitor](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [LogRocket](#), [FusionReactor APM](#), [Scout APM](#), [Atatus](#), [Epsagon](#), [Serverless360](#), [Glassbox](#), [Rollbar](#), [Raygun](#), [Germain APM](#), [Lightstep](#), [Uptime.com](#), [Graylog](#), [Catchpoint](#), [Lumigo](#), [IT-Conductor](#), [Rigor](#), [Netreo](#), and [Instrumental](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: [Splunk Cloud](#), [Red Hat OpenShift Container Platform](#), [SolarWinds Web Performance Monitor](#), [Google Cloud Console](#), [Azure Monitor](#), [Micro Focus SiteScope](#), [ServiceNow Now Platform](#), [Google Cloud Monitoring](#), [dotTrace](#), [Zabbix](#), and [Splunk SignalFX](#)
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [ExtraHop](#), [Nagios XI](#), [dotMemory](#), [Netdata](#), [SolarWinds Standard Toolset](#), [Pepperdata](#), [Anodot](#), [Retrace](#), [Icinga Monitoring](#), [Micro Focus Operations Bridge \(OpsBridge\)](#), [Scalyr](#), and [SolarWinds Appoptics](#)



Grid® Scores for Application Performance Monitoring (APM)

The table below shows the Satisfaction and Market Presence scores that determine seller placement on the Grid®. To learn more about each of the products, please see the product profile section.

Leaders

| | # of Reviews | Satisfaction | Market Presence | G2 Score |
|---|--------------|--------------|-----------------|----------|
| Dynatrace | 796 | 98 | 99 | 99 |
| AppDynamics | 225 | 86 | 93 | 90 |
| LogicMonitor | 100 | 94 | 69 | 81 |
| SolarWinds Server & Application Monitor | 233 | 73 | 82 | 77 |
| Splunk Enterprise | 170 | 66 | 89 | 77 |
| New Relic One | 246 | 68 | 85 | 77 |
| Sumo Logic | 123 | 78 | 74 | 76 |
| Microsoft System Center | 250 | 59 | 83 | 71 |
| Datadog | 107 | 54 | 87 | 70 |
| Instana | 70 | 83 | 56 | 70 |
| Veeam ONE | 57 | 80 | 57 | 68 |
| Instabug | 122 | 77 | 55 | 66 |
| Logz.io | 40 | 75 | 50 | 63 |
| Pulse Secure Virtual Traffic Manager | 57 | 62 | 53 | 58 |
| PRTG | 49 | 50 | 54 | 52 |

High Performers

| | | | | |
|-----------------------------------|----|----|----|----|
| LogRocket | 60 | 93 | 48 | 71 |
| FusionReactor APM | 84 | 92 | 42 | 67 |
| Scout APM | 57 | 87 | 44 | 65 |
| Atatus | 35 | 88 | 39 | 63 |

(Grid® Scores for Application Performance Monitoring (APM) continues on next page)

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



Grid® Scores for Application Performance Monitoring (APM)(continued)

The table below shows the Satisfaction and Market Presence scores that determine seller placement on the Grid®. To learn more about each of the products, please see the product profile section.

High Performers

| | # of Reviews | Satisfaction | Market Presence | G2 Score |
|-------------------------------|--------------|--------------|-----------------|----------|
| Epsagon | 20 | 83 | 41 | 62 |
| Serverless360 | 17 | 91 | 27 | 59 |
| Glassbox | 34 | 70 | 46 | 58 |
| Rollbar | 22 | 73 | 40 | 57 |
| Raygun | 11 | 75 | 37 | 56 |
| Germain APM | 34 | 77 | 34 | 55 |
| Lightstep | 10 | 64 | 41 | 52 |
| Uptime.com | 14 | 78 | 24 | 51 |
| Graylog | 40 | 53 | 49 | 51 |
| Catchpoint | 14 | 57 | 43 | 50 |
| Lumigo | 17 | 71 | 24 | 47 |
| IT-Conductor | 10 | 83 | 4 | 44 |
| Rigor | 20 | 56 | 31 | 43 |
| Netreo | 10 | 72 | 15 | 43 |
| Instrumental | 12 | 62 | 13 | 38 |

Contenders

| | | | | |
|--|----|----|----|----|
| Splunk Cloud | 14 | 43 | 64 | 53 |
| Red Hat OpenShift Container Platform | 31 | 31 | 61 | 46 |
| SolarWinds Web Performance Monitor | 17 | 38 | 51 | 44 |
| Google Cloud Console | 32 | 29 | 55 | 42 |

(Grid® Scores for Application Performance Monitoring (APM) continues on next page)

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



Grid® Scores for Application Performance Monitoring (APM)(continued)

The table below shows the Satisfaction and Market Presence scores that determine seller placement on the Grid®. To learn more about each of the products, please see the product profile section.

Contenders

| | # of Reviews | Satisfaction | Market Presence | G2 Score |
|-------------------------|--------------|--------------|-----------------|----------|
| Azure Monitor | 13 | 23 | 56 | 39 |
| Micro Focus SiteScope | 15 | 23 | 54 | 39 |
| ServiceNow Now Platform | 10 | 21 | 56 | 39 |
| Google Cloud Monitoring | 22 | 25 | 51 | 38 |
| dotTrace | 16 | 11 | 51 | 31 |
| Zabbix | 60 | 11 | 51 | 31 |
| Splunk SignalFX | 15 | 3 | 53 | 28 |

Niche

| | | | | |
|-------------------------------|----|----|----|----|
| ExtraHop | 11 | 46 | 49 | 48 |
| Nagios XI | 32 | 46 | 46 | 46 |
| dotMemory | 13 | 37 | 48 | 43 |
| Netdata | 10 | 49 | 30 | 40 |
| SolarWinds Standard Toolset | 11 | 27 | 48 | 38 |
| Pepperdata | 11 | 37 | 29 | 33 |
| Anodot | 17 | 33 | 30 | 32 |
| Retrace | 39 | 24 | 39 | 32 |
| Icinga Monitoring | 17 | 29 | 31 | 30 |
| Micro Focus Operations Bridge | 10 | 9 | 49 | 29 |
| Scalyr | 14 | 26 | 29 | 27 |
| SolarWinds Appoptics | 14 | 9 | 37 | 23 |

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Application Performance Monitoring (APM) category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for Application Performance Monitoring (APM) | Spring 2021 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through March 02, 2021. To view the Application Performance Monitoring (APM) Grid® with the most recent data, please visit the [Application Performance Monitoring \(APM\)](#) page.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

- ▶ Customer satisfaction with end user-focused product attributes based on user reviews
- ▶ Popularity and statistical significance based on the number of reviews received by G2
- ▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- ▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- ▶ Customers' satisfaction with administration-specific product attributes based on user reviews
- ▶ Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid®, meaning the scores are relative.

(Grid® Methodology continues on next page)

**Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Grid® Methodology (continued)

Market Presence

The Market Presence score is affected by the following (in order of importance):

- ▶ Market presence is a combination of 15 metrics from G2's reviews, publicly available information, and third-party sources
- ▶ Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics

| Criteria | Measured For | | Metrics |
|--------------------------------------|--------------|--------|--|
| | Product | Seller | |
| Number of Employees | ✓ | ✓ | Employee Count (based on social networks and public sources) |
| Reviews | ✓ | | Review Count (weighted by recency) |
| Web Presence | ✓ | ✓ | |
| Social Presence | ✓ | ✓ | |
| Growth | ✓ | ✓ | Employee Growth, Web Presence Growth |
| Seller Age | | ✓ | |
| Employee Satisfaction and Engagement | | ✓ | |

- ▶ Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment
- ▶ The scores are then scaled from 0-100

Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid® have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

(Grid® Methodology continues on next page)



Grid® Methodology (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through March 02, 2021. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Application Performance Monitoring \(APM\) category](#).

Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.



dynatrace

4.5



(1,020)



Dynatrace has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Dynatrace has the largest Market Presence and received the highest Satisfaction score among products in Application Performance Monitoring (APM). 98% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Dynatrace at a rate of 90%. Dynatrace is also in the Runtime Application Self-Protection (RASP), Network Monitoring, Incident Response, Log Analysis, Container Monitoring, IT Alerting, Session Replay, ServiceNow Store Apps, Container Security, Cloud Infrastructure Monitoring, Website Monitoring, Digital Experience Monitoring (DEM), Database Monitoring, AIOps Platforms, Log Monitoring, Enterprise Monitoring, and SAP App Center categories.

Satisfaction Ratings

Quality of Support



Ease of Use



Meets Requirements



Ease of Admin



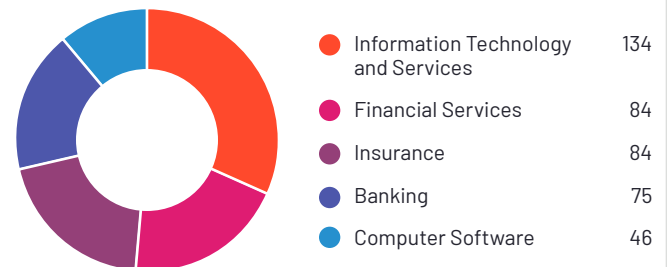
Ease of Doing Business With



Ease of Setup



Top Industries Represented



Ownership
Dynatrace



HQ Location
Waltham, MA



Year Founded
2005



Employees (Listed On LinkedIn™)
2659



Company Website
www.dynatrace.com



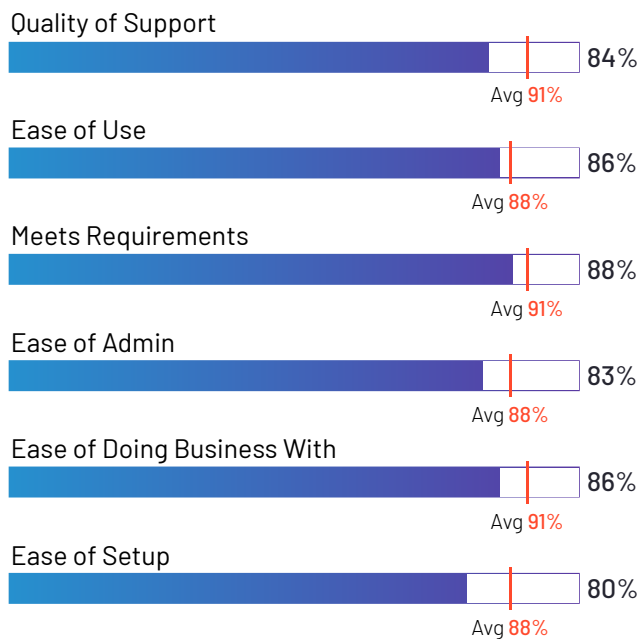
AppDynamics

4.2 ★★★★★ (290)

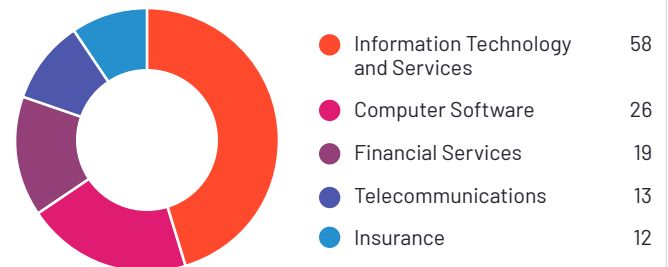


AppDynamics has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend AppDynamics at a rate of 85%. AppDynamics is also in the Enterprise Monitoring, Container Monitoring, ServiceNow Store Apps, Cloud Infrastructure Monitoring, Digital Experience Monitoring (DEM), AI/ops Platforms, and SAP App Center categories.

Satisfaction Ratings



Top Industries Represented



Ownership
AppDynamics



HQ Location
San Francisco, CA



Year Founded
2008



Employees (Listed On LinkedIn™)
2020



Company Website
www.appdynamics.com



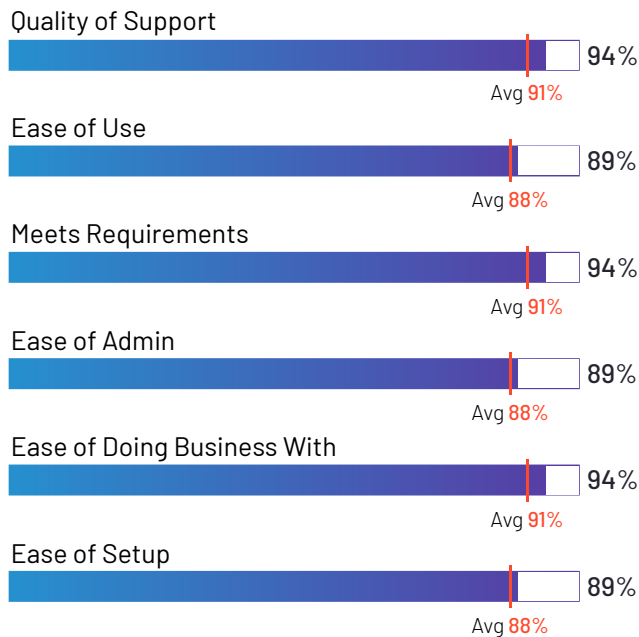
LogicMonitor

4.5 ★★★★★ (347)



LogicMonitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 99% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend LogicMonitor at a rate of 92%. LogicMonitor is also in the Log Monitoring, Network Monitoring, Log Analysis, Container Monitoring, ServiceNow Store Apps, Cloud Infrastructure Monitoring, Website Monitoring, AIOps Platforms, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
LogicMonitor



HQ Location
Santa Barbara, CA



Year Founded
2007



Employees (Listed On LinkedIn™)
721



Company Website
www.logicmonitor.com

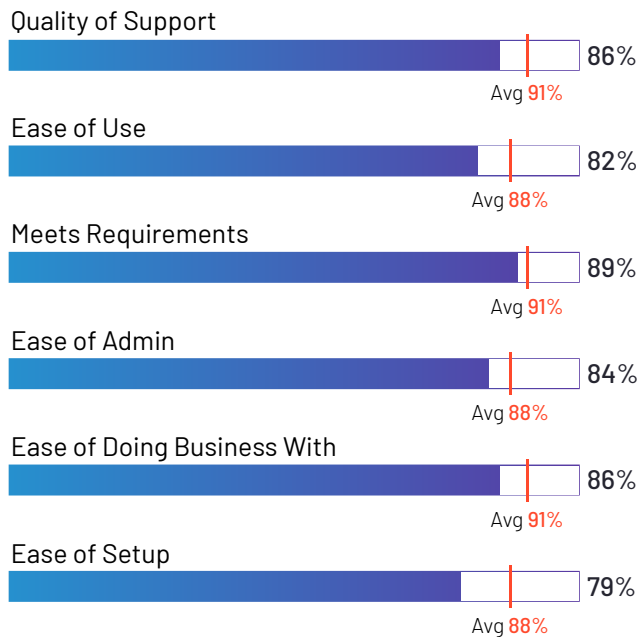
solarwinds

4.3 ★★★★★ (246)

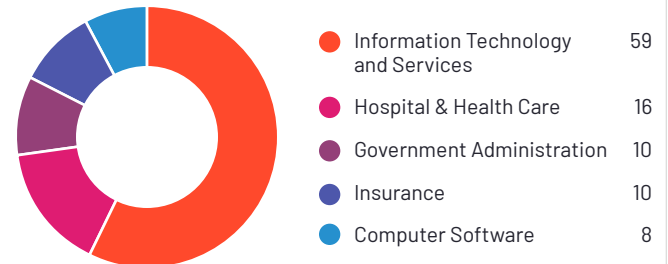


SolarWinds Server & Application Monitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 91% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Server & Application Monitor at a rate of 85%. SolarWinds Server & Application Monitor is also in the Server Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2435



Company Website
www.solarwinds.com



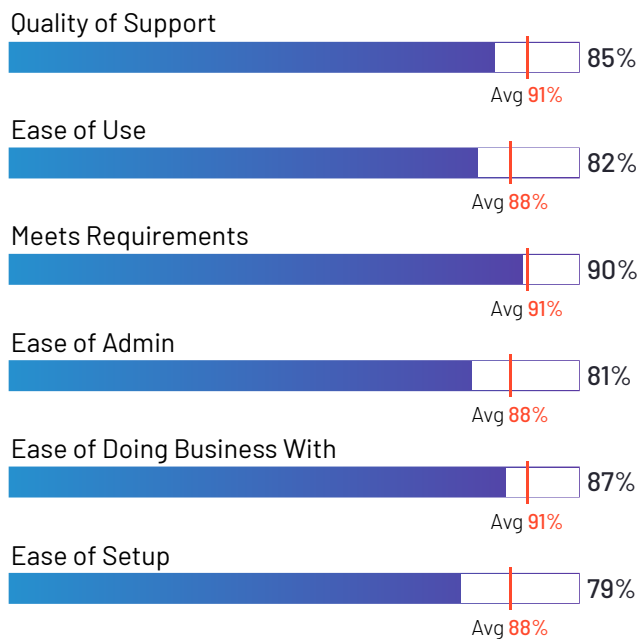
Splunk Enterprise

4.2 ★★★★★ (277)

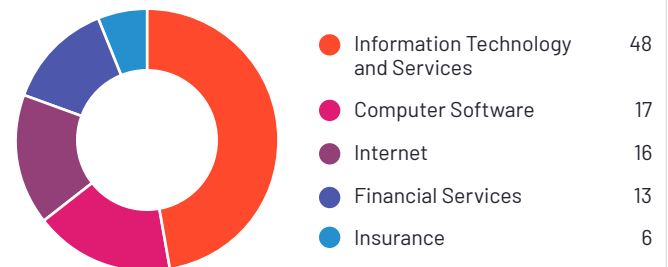


Splunk Enterprise has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 93% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk Enterprise at a rate of 85%. Splunk Enterprise is also in the Hardware Monitoring, Log Analysis, ServiceNow Store Apps, AI/ops Platforms, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
7073



Company Website
www.splunk.com



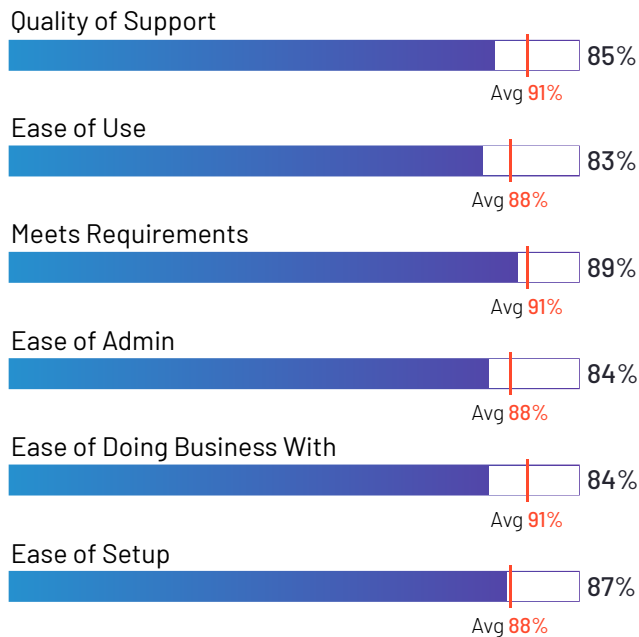
New Relic One

4.2 ★★★★★ (278)

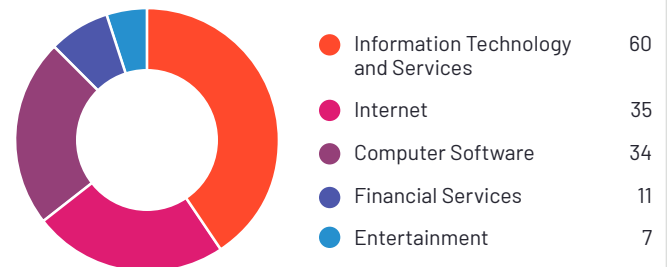


New Relic One has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% of users rated it 4 or 5 stars, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic One at a rate of 85%. New Relic One is also in the Incident Management, IT Alerting, AIOps Platforms, Log Analysis, Cloud Infrastructure Monitoring, Digital Experience Monitoring (DEM), Log Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2304



Company Website
newrelic.com



sumo logic

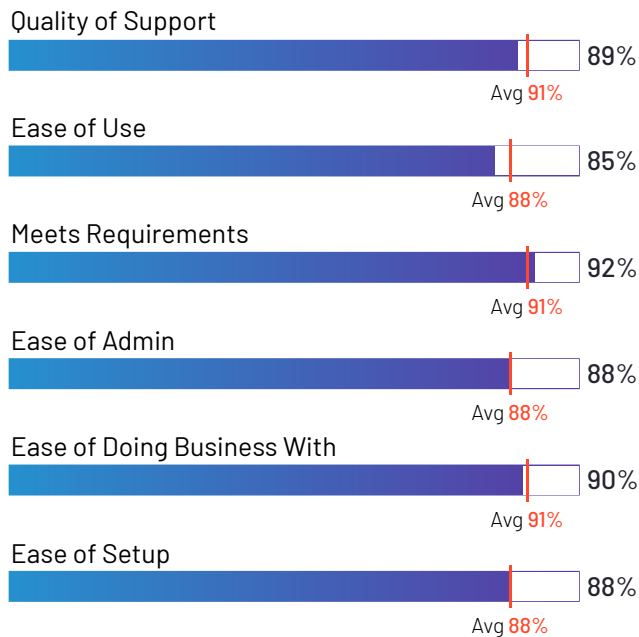
Sumo Logic

4.3 ★★★★★ (244)



Sumo Logic has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Sumo Logic at a rate of 87%. Sumo Logic is also in the Security Information and Event Management (SIEM), Incident Response, Log Analysis, Container Monitoring, Cloud Infrastructure Monitoring, Log Monitoring, and Cloud Security Monitoring and Analytics categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Sumo Logic



HQ Location
Redwood City, CA



Year Founded
2010



Employees (Listed On LinkedIn™)
821



Company Website
www.sumologic.com



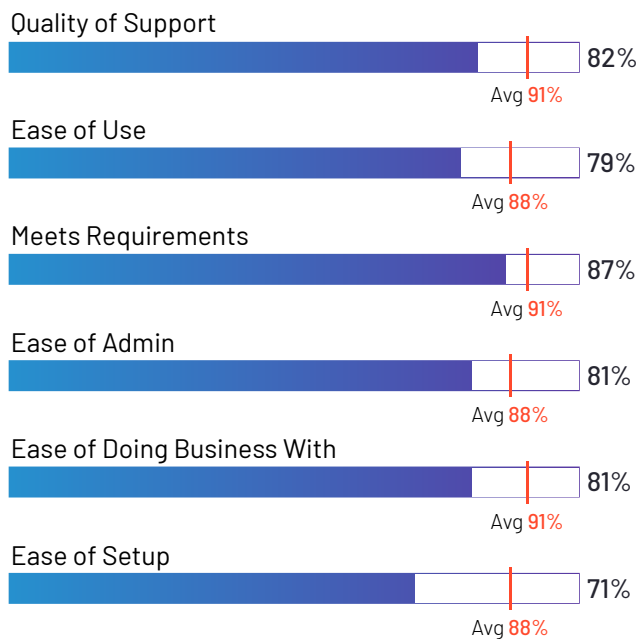
Microsoft System Center

4.1 ★★★★★ (545)

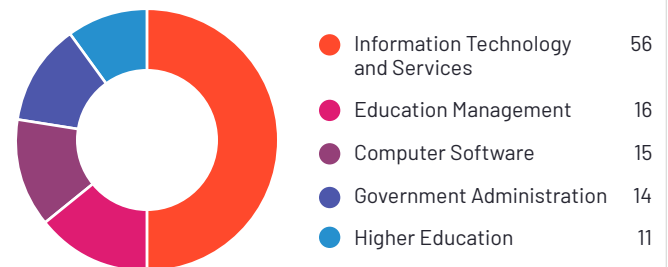


Microsoft System Center has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft System Center at a rate of 82%. Microsoft System Center is also in the Patch Management, Endpoint Management, Enterprise IT Management Suites, Network Security Policy Management (NSPM), Network Monitoring, Data Center Infrastructure Management (DCIM), IT Process Automation, IT Service Management (ITSM) Tools, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
193766



Company Website
news.microsoft.com



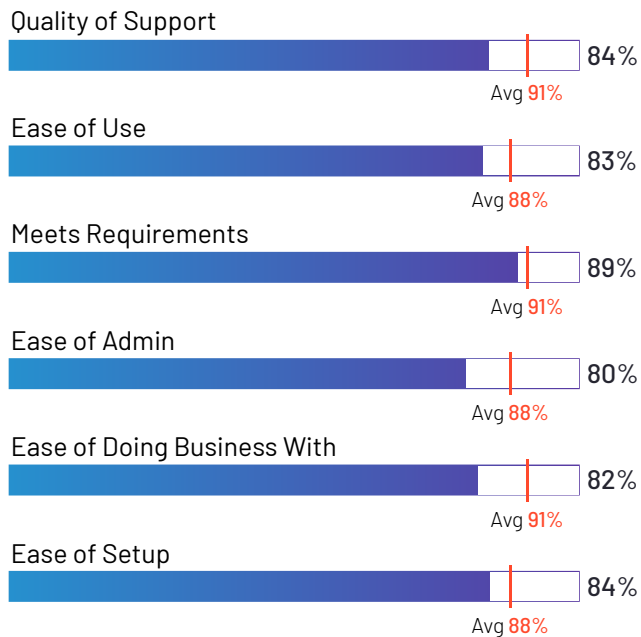
Datadog

4.2 ★★★★★ (213)

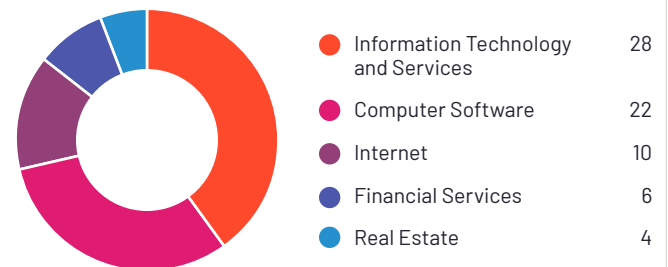


Datadog has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Datadog at a rate of 85%. Datadog is also in the Network Traffic Analysis (NTA), Security Information and Event Management (SIEM), Incident Response, Network Monitoring, API Marketplace, Log Analysis, Container Monitoring, IT Alerting, Cloud Infrastructure Monitoring, Website Monitoring, IoT Analytics, IoT Device Management, Database Monitoring, AI/ops Platforms, Log Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Datadog



HQ Location
New York, NY



Year Founded
2010



Employees (Listed On LinkedIn™)
2312



Company Website
www.datadoghq.com



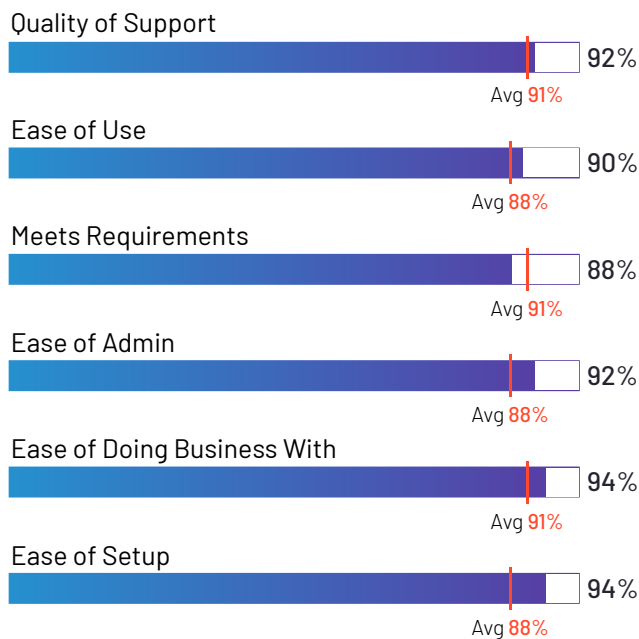
Instana

4.6 ★★★★★ (75)



Instana has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 99% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Instana at a rate of 91%. Instana is also in the Container Monitoring, Log Analysis, Cloud Infrastructure Monitoring, and AIOps Platforms categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Instana



HQ Location
Chicago, IL



Year Founded
2015



Employees (Listed On LinkedIn™)
169



Company Website
www.instana.com



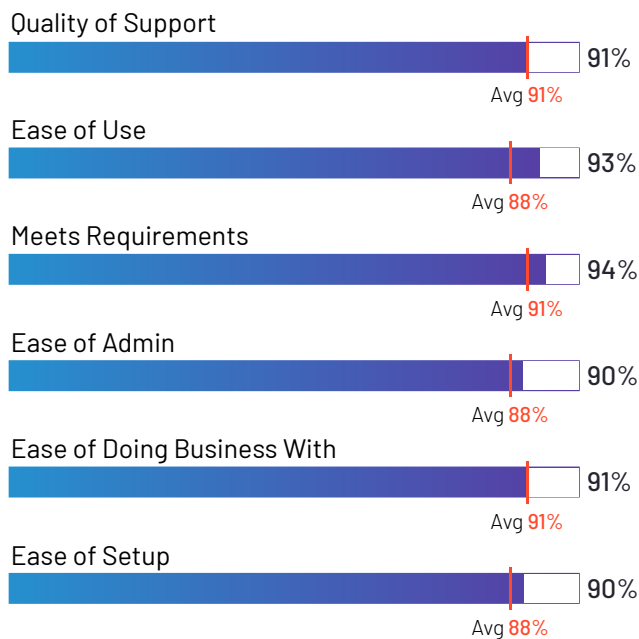
Veeam ONE

4.6 ★★★★★ (142)

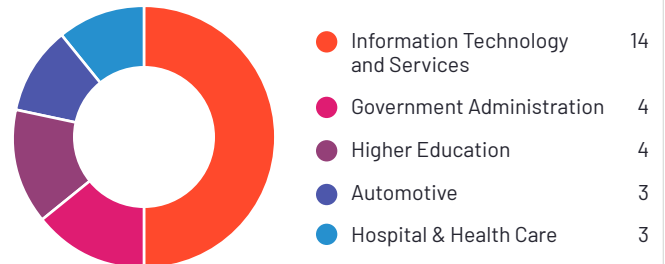


Veeam ONE has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Veeam ONE at a rate of 92%. Veeam ONE is also in the Server Monitoring and Cloud Infrastructure Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Veeam



HQ Location
Columbus, OH



Year Founded
2006



Employees (Listed On LinkedIn™)
1



Company Website
www.veeam.com



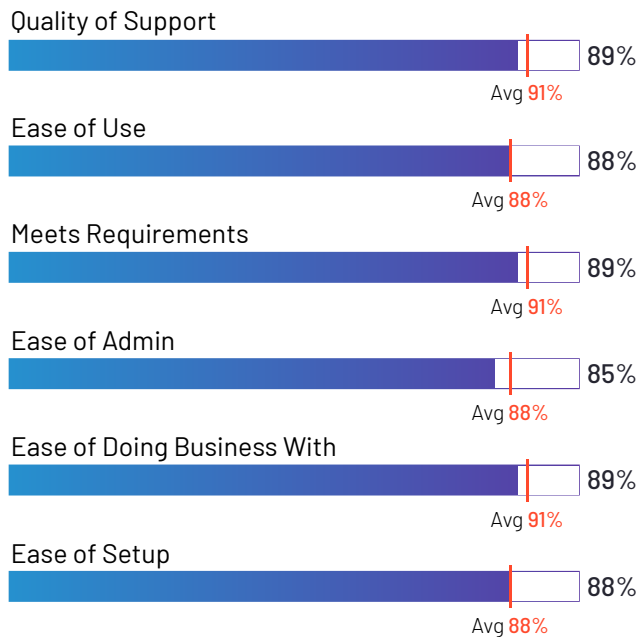
Instabug

4.3 ★★★★★ (189)

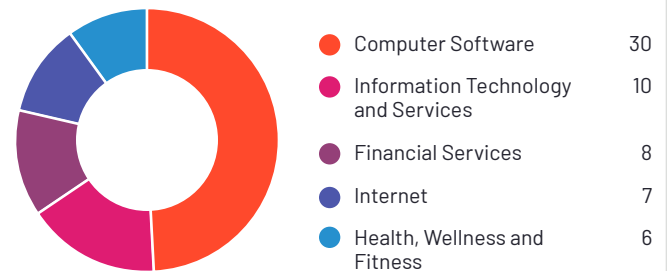


Instabug has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 94% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Instabug at a rate of 86%. Instabug is also in the Enterprise Feedback Management, Bug Tracking, Mobile Crash Reporting, and Mobile App Debugging categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Instabug



HQ Location
California, USA



Year Founded
2012



Employees (Listed On LinkedIn™)
98



Company Website
instabug.com



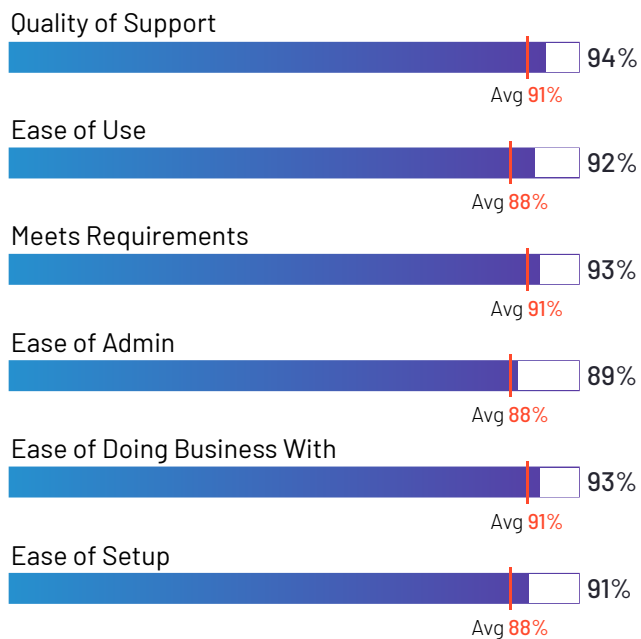
Logz.io

4.6 ★★★★★ (110)



Logz.io has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Logz.io at a rate of 94%. Logz.io is also in the Cloud Infrastructure Monitoring, Security Information and Event Management (SIEM), and Log Analysis categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Logz.io



HQ Location
Boston, MA



Year Founded
2014



Employees (Listed On LinkedIn™)
228



Company Website
logz.io



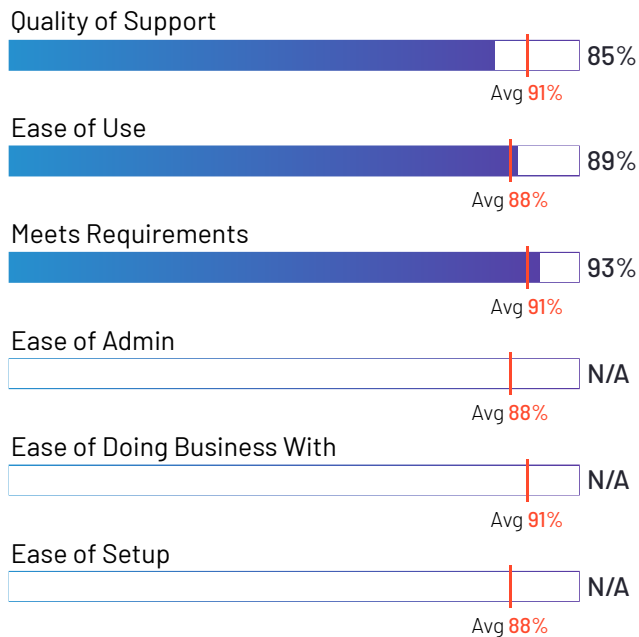
Pulse Secure Virtual Traffic Manager

4.3 ★★★★★ (62)

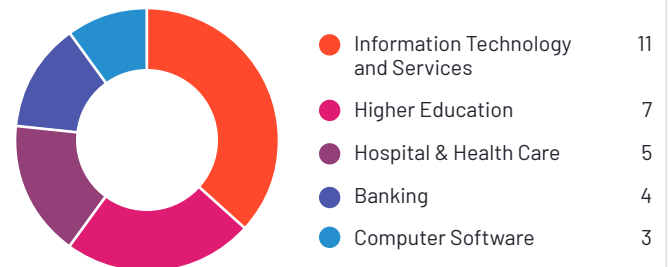


Pulse Secure Virtual Traffic Manager has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Pulse Secure Virtual Traffic Manager at a rate of 86%.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership

Pulse Secure LLC



HQ Location

San Jose, CA



Year Founded

2014



Employees (Listed On LinkedIn™)

600



Company Website

pulsesecure.net

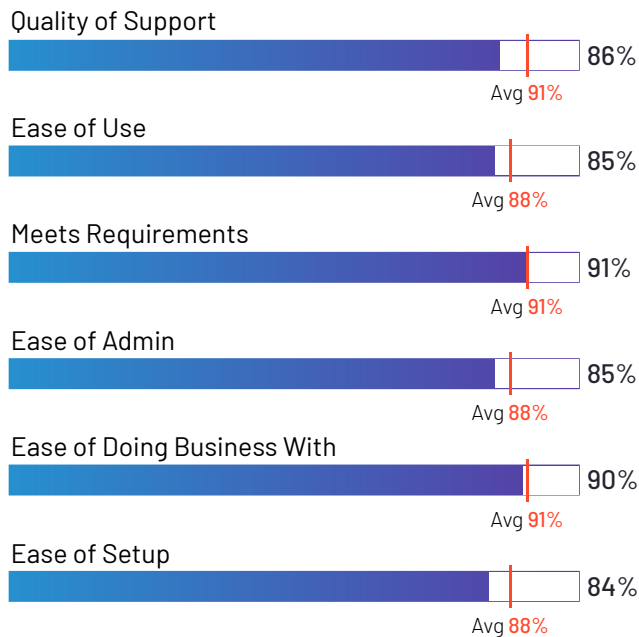
 **PAESSLER**

4.6 ★★★★★ (58)

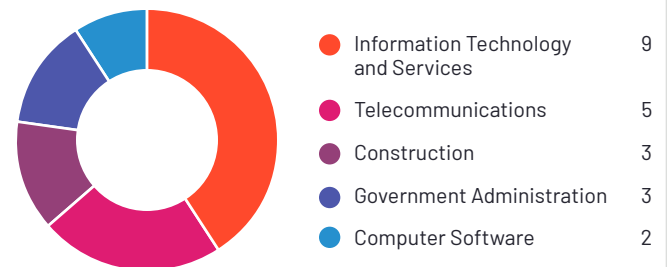


PRTG Network Monitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend PRTG at a rate of 91%. PRTG is also in the Enterprise Monitoring, Network Monitoring, Cloud Infrastructure Monitoring, Database Monitoring, Hardware Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Paessler AG



HQ Location
Nuremberg,
Germany



Year Founded
1997



Employees (Listed On LinkedIn™)
226



Company Website
www.paessler.com



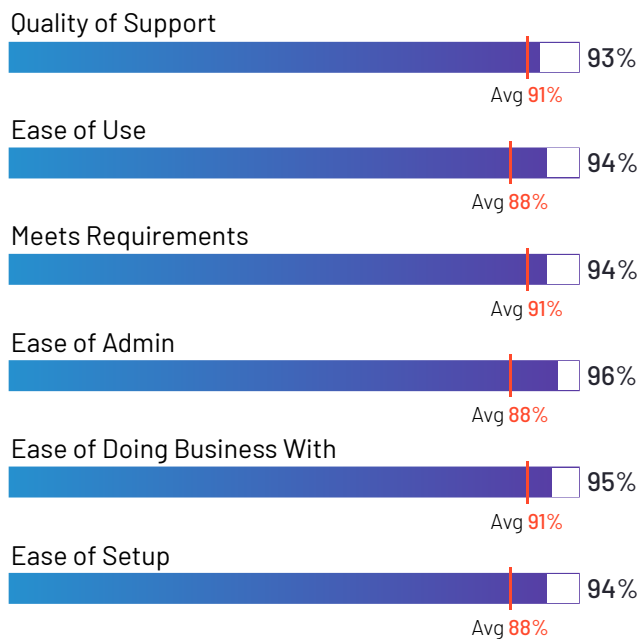
LogRocket

4.7 ★★★★★ (157)

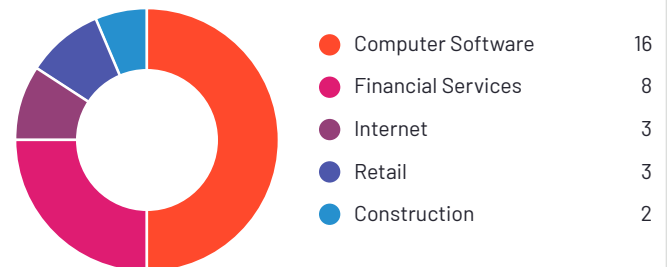


LogRocket has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend LogRocket at a rate of 95%. LogRocket is also in the Bug Tracking and Session Replay categories.

Satisfaction Ratings



Top Industries Represented



Ownership
LogRocket, Inc.



HQ Location
Boston, MA



Year Founded
2016



Employees (Listed On LinkedIn™)
151



Company Website
logrocket.com

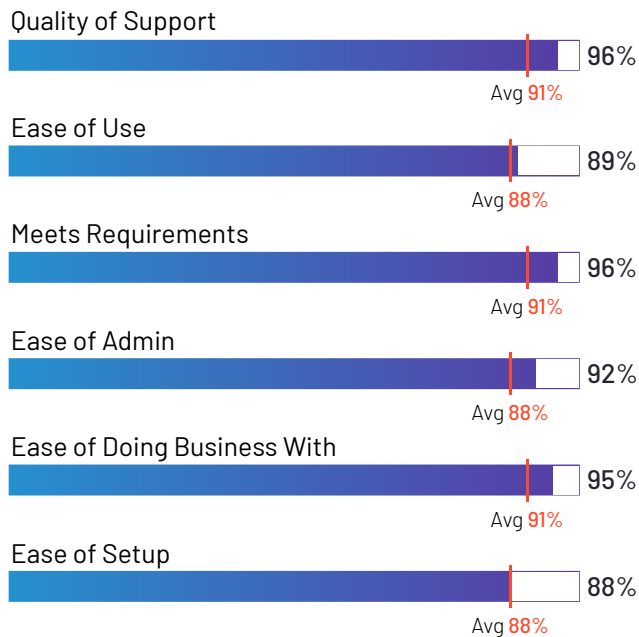


4.7 ★★★★★ (96)

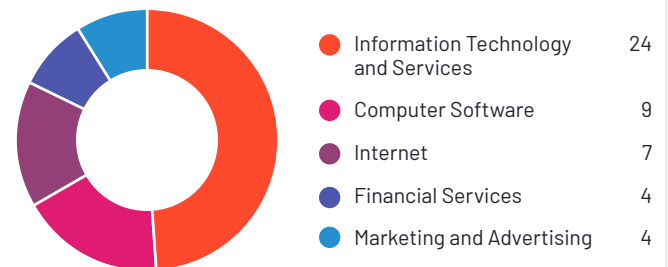


FusionReactor APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend FusionReactor APM at a rate of 95%. FusionReactor APM is also in the Digital Experience Monitoring (DEM), Database Monitoring, Server Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Integral GmbH



HQ Location
BOEBLINGEN,
Germany



Year Founded
1998



Employees (Listed On LinkedIn™)
26



Company Website
www.integral.com



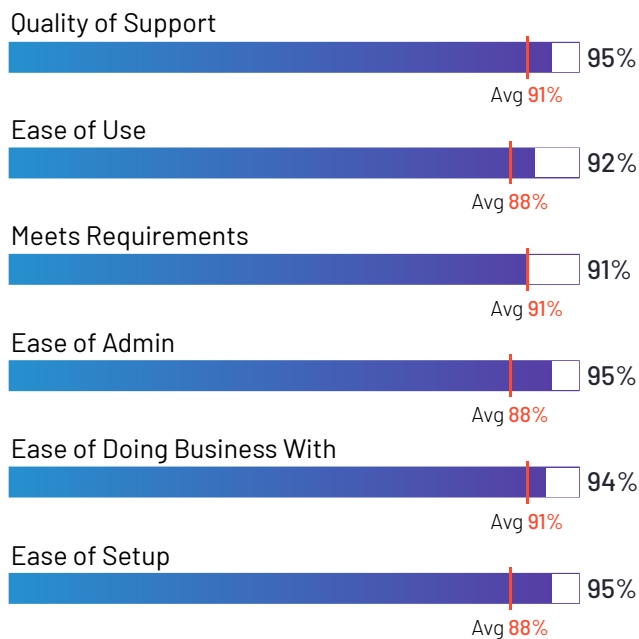
Scout APM

4.6 ★★★★★ (58)

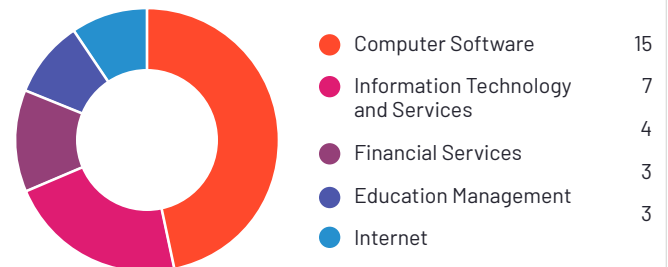


Scout APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend Scout APM at a rate of 93%.

Satisfaction Ratings



Top Industries Represented



Ownership
Scout APM



HQ Location
Fort Collins, CO



Year Founded
2008



Employees (Listed On LinkedIn™)
29



Company Website
scoutapm.com



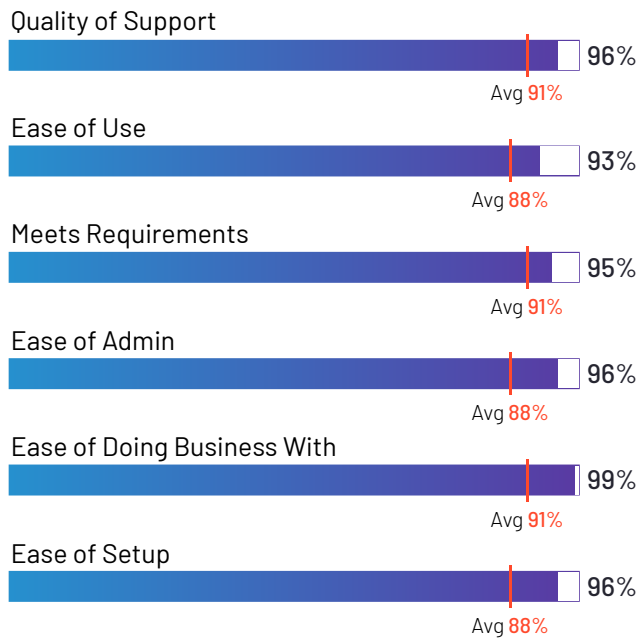
Atatus

4.8 ★★★★★ (35)

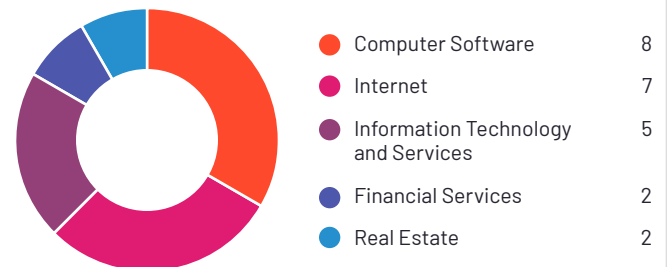


Atatus has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Atatus at a rate of 97%. Atatus is also in the Bug Tracking category.

Satisfaction Ratings



Top Industries Represented



Ownership
Atatus



Year Founded
2014



Employees (Listed On LinkedIn™)
9



Company Website
www.atatus.com



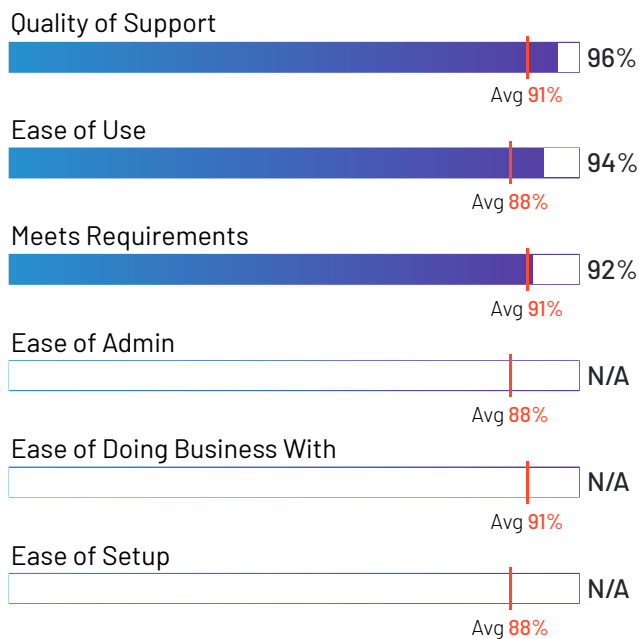
Epsagon

4.7 ★★★★★ (20)

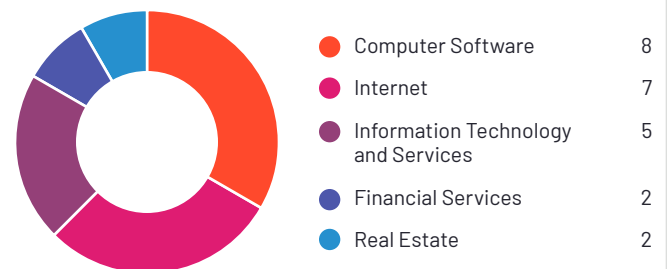


Epsagon has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Epsagon at a rate of 94%.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Epsagon



HQ Location
New York, NY



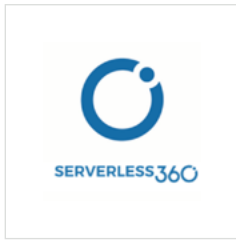
Year Founded
2018



Employees (Listed On LinkedIn™)
61



Company Website
epsagon.com



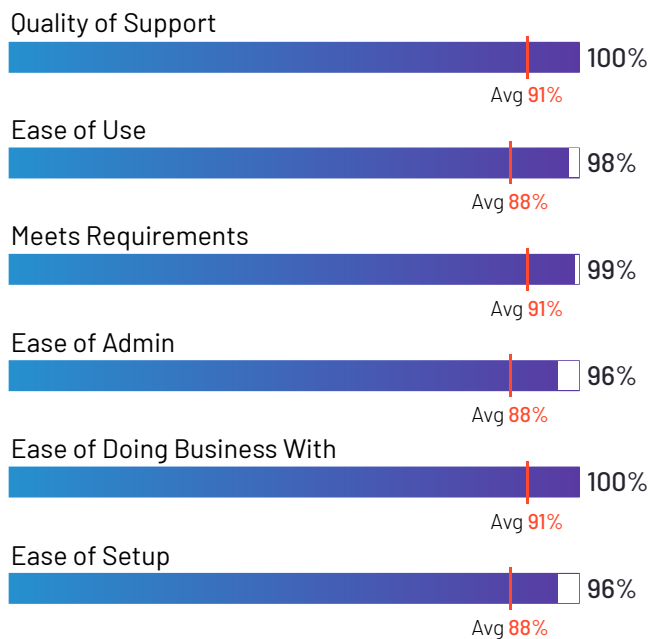
Serverless360

4.9 ★★★★★ (18)

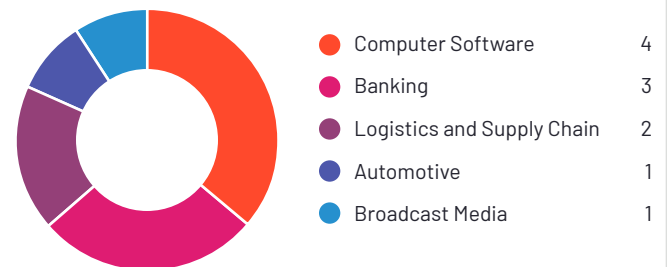


Serverless360 has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Serverless360 at a rate of 99%. Serverless360 is also in the Cloud Infrastructure Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
Kovai Limited



HQ Location
London,
United Kingdom



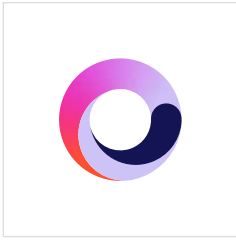
Year Founded
2009



Employees (Listed On LinkedIn™)
151



Company Website
document360.io



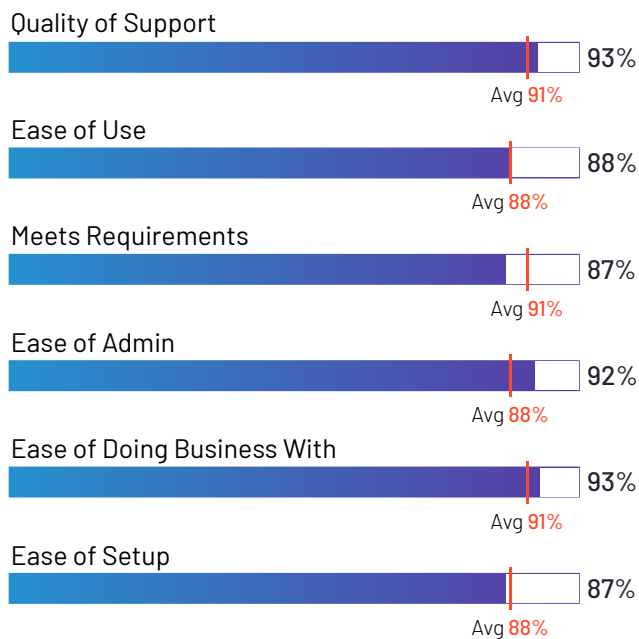
Glassbox

4.5 ★★★★★ (74)

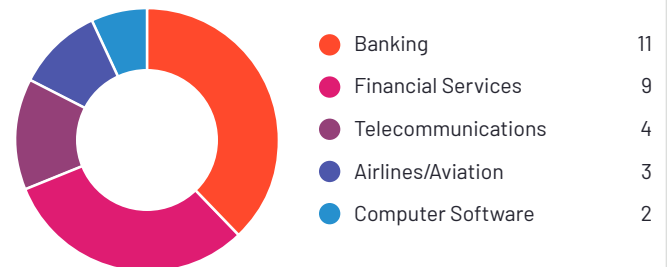


Glassbox has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Glassbox at a rate of 91%. Glassbox is also in the Digital Analytics, Customer Journey Analytics, and Session Replay categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Avnio



HQ Location
London, UK



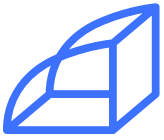
Year Founded
2010



Employees (Listed On LinkedIn™)
186



Company Website
www.glassboxdigital.com



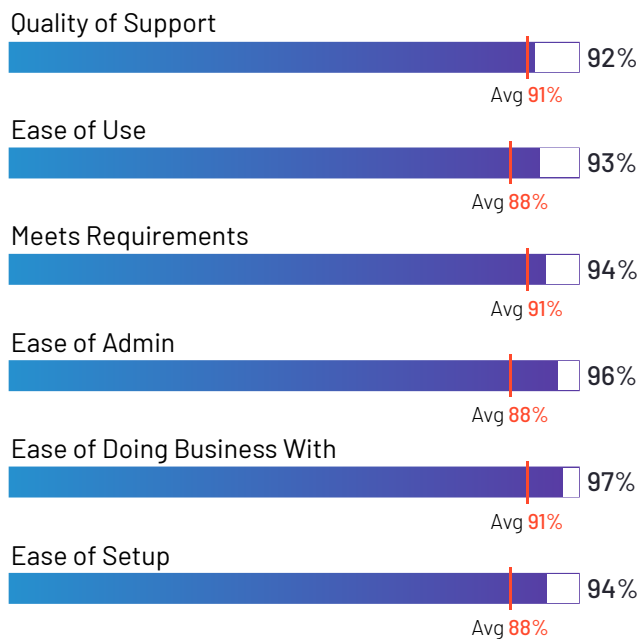
Rollbar

4.5 ★★★★★ (116)

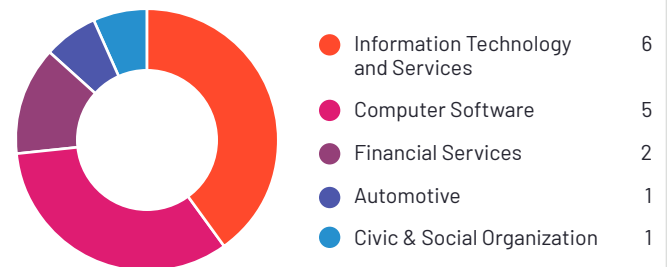


Rollbar has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Rollbar at a rate of 95%. Rollbar is also in the Bug Tracking and Mobile Crash Reporting categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Rollbar



HQ Location
San Francisco, CA



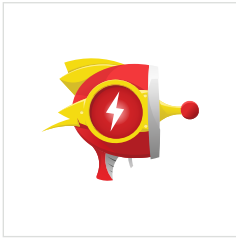
Year Founded
2012



Employees (Listed On LinkedIn™)
88



Company Website
rollbar.com



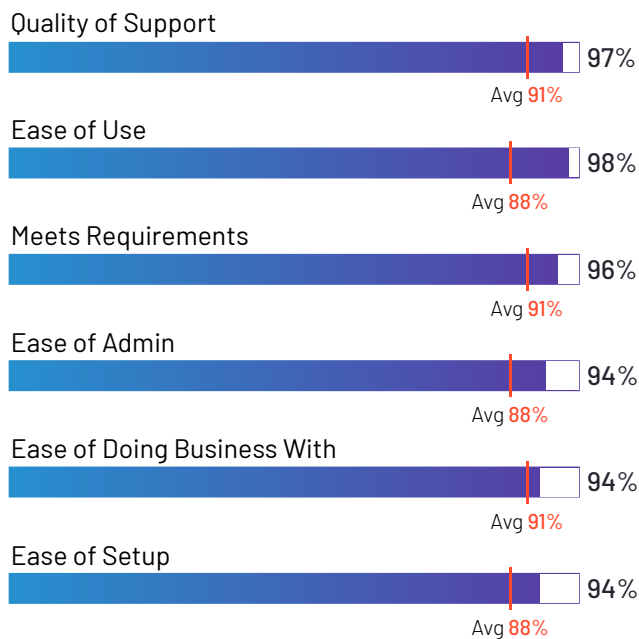
Raygun

4.5 ★★★★★ (44)

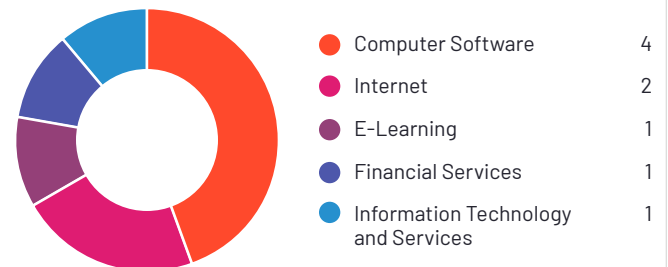


Raygun has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Raygun at a rate of 96%. Raygun is also in the Digital Experience Monitoring (DEM), Bug Tracking, and Mobile Crash Reporting categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Raygun



HQ Location
Wellington, New Zealand



Year Founded
2007



Employees (Listed On LinkedIn™)
46



Company Website
raygun.com



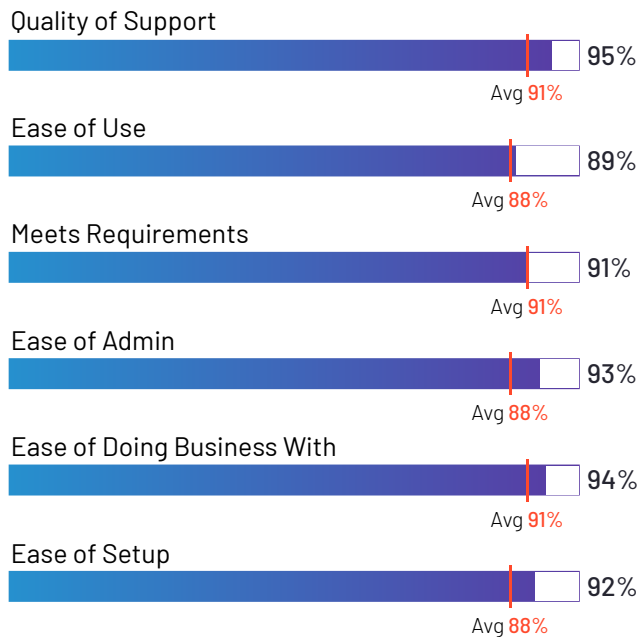
Germain APM

4.7 ★★★★★ (49)

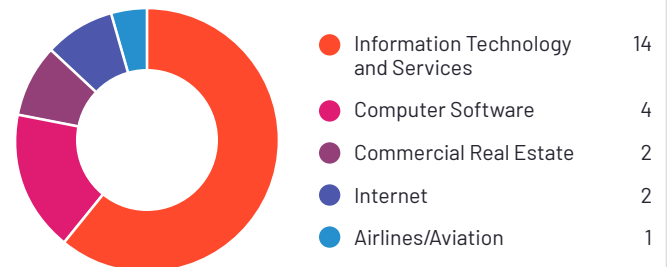


Germain APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Germain APM at a rate of 94%. Germain APM is also in the Session Replay and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
germain APM



HQ Location
San Francisco, CA



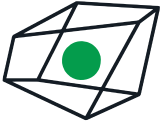
Year Founded
2006



Employees (Listed On LinkedIn™)
24



Company Website
germainapm.com



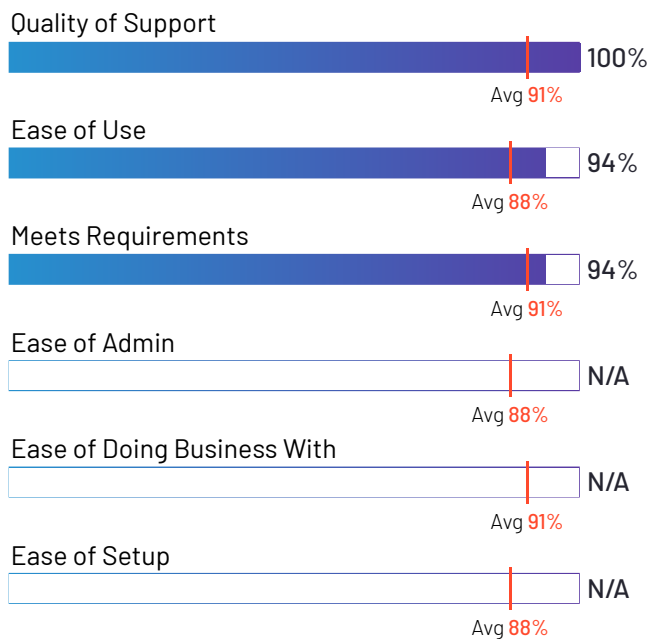
Lightstep

4.7 ★★★★★ (11)

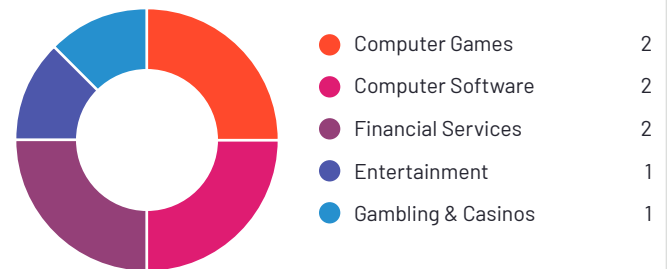


Lightstep has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 90% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Lightstep at a rate of 93%. Lightstep is also in the Database Monitoring, Enterprise Monitoring, Log Monitoring, Cloud Infrastructure Monitoring, and Container Monitoring categories.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
LightStep



HQ Location
San Francisco, CA



Year Founded
2015



Employees (Listed On LinkedIn™)
104



Company Website
lightstep.com



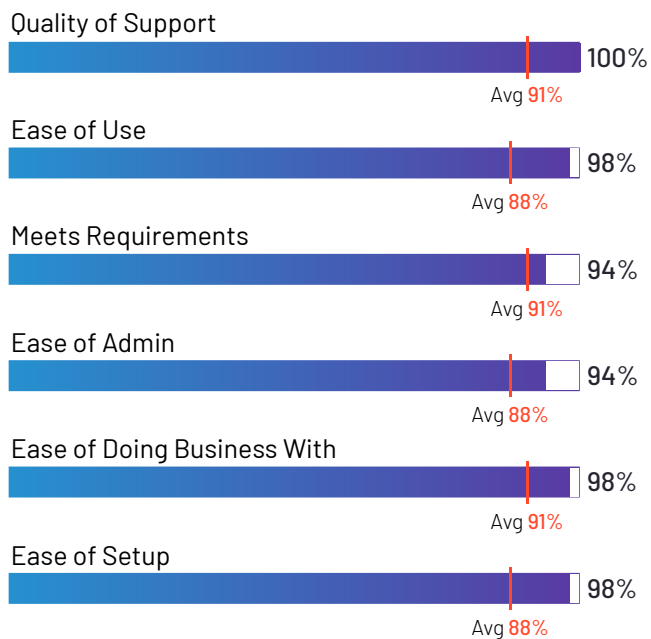
Uptime.com

4.7 ★★★★★ (55)

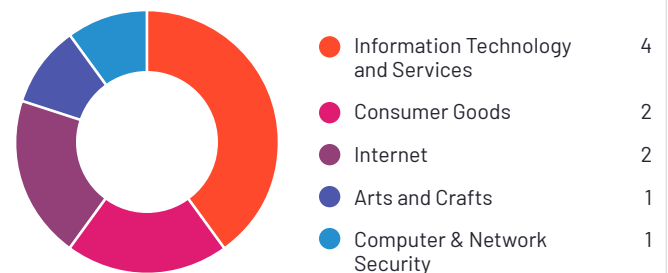


Uptime.com has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Uptime.com at a rate of 94%. Uptime.com is also in the Website Monitoring and IT Alerting categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Uptime.com



HQ Location
New York, NY



Year Founded
2013



Employees (Listed On LinkedIn™)
17



Company Website
www.Uptime.com



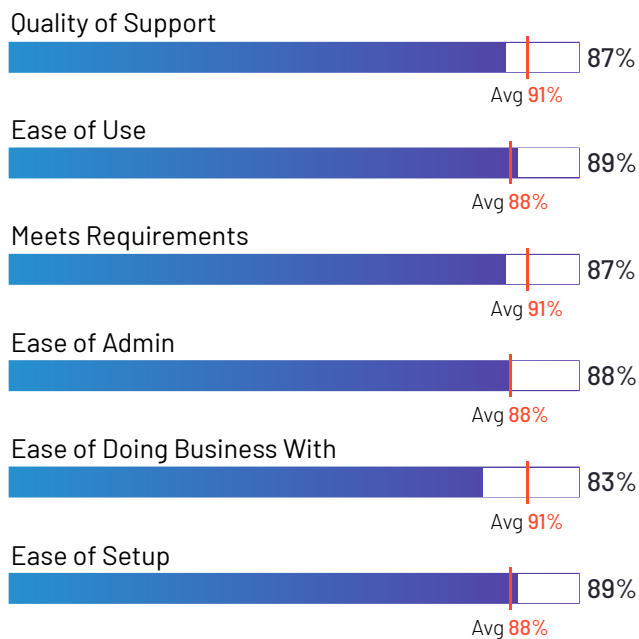
Graylog

4.4 ★★★★★ (112)

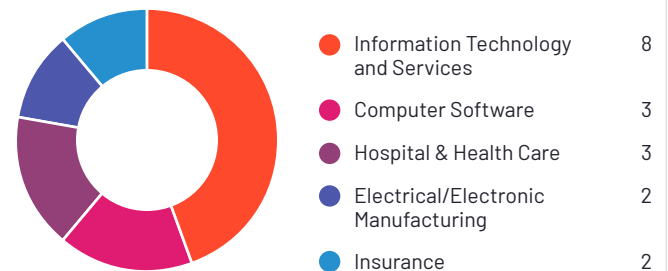


Graylog has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Graylog at a rate of 88%. Graylog is also in the Security Information and Event Management (SIEM) and Log Analysis categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Graylog



HQ Location
Houston, TX



Year Founded
2009



Employees (Listed On LinkedIn™)
55



Company Website
www.graylog.org



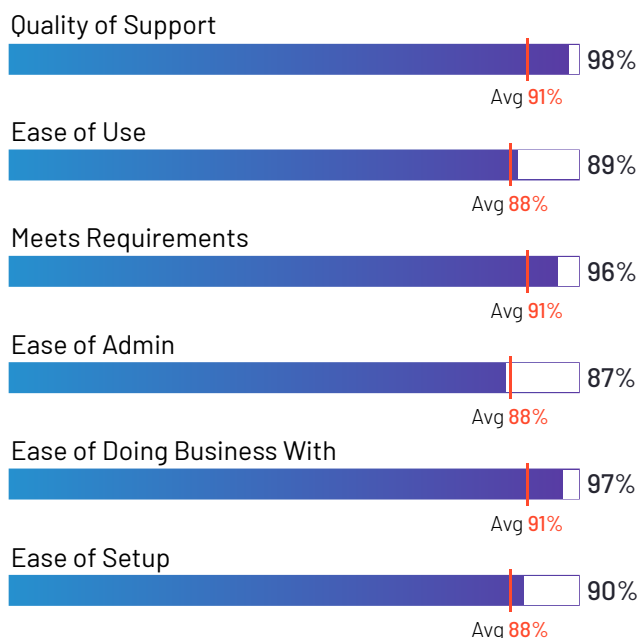
Catchpoint

4.6 ★★★★★ (29)



Catchpoint has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Catchpoint at a rate of 94%. Catchpoint is also in the Cloud Infrastructure Monitoring, Network Monitoring, and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Catchpoint



HQ Location
New York, NY



Year Founded
2008



Employees (Listed On LinkedIn™)
276



Company Website
www.catchpoint.com



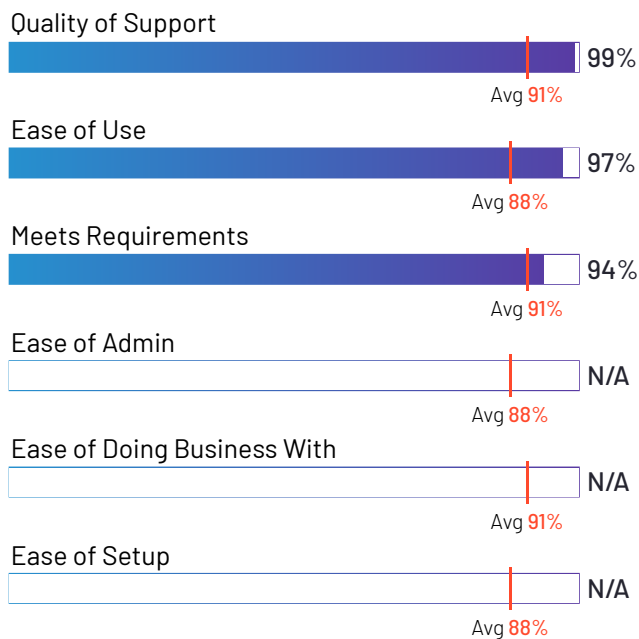
Lumigo

4.7 ★★★★★ (18)



Lumigo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Lumigo at a rate of 95%. Lumigo is also in the Cloud Infrastructure Monitoring and Server Monitoring categories.

Satisfaction Ratings



*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Ownership
Lumigo



HQ Location
San Francisco, CA



Year Founded
2018



Employees (Listed On LinkedIn™)
29



Company Website
lumigo.io



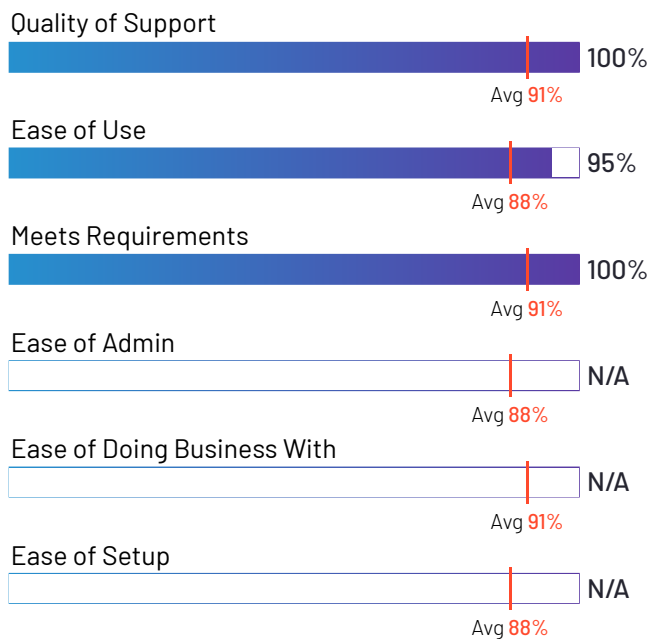
IT-Conductor

4.9 ★★★★★ (14)



IT-Conductor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend IT-Conductor at a rate of 100%. IT-Conductor is also in the SAP App Center, Cloud Infrastructure Monitoring, Network Monitoring, and Database Monitoring categories.

Satisfaction Ratings



*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Ownership
IT-Conductor



HQ Location
Cupertino, CA



Year Founded
2014



Employees (Listed On LinkedIn™)
9



Company Website
www.itconductor.com



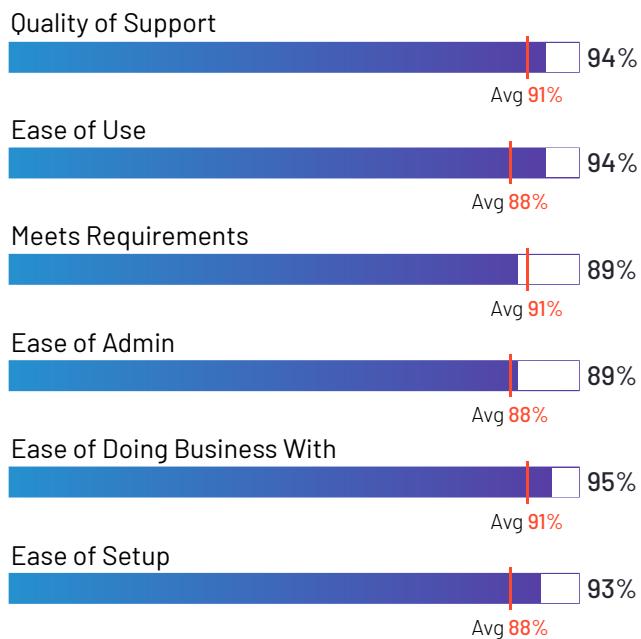
Rigor

4.7 ★★★★★ (23)

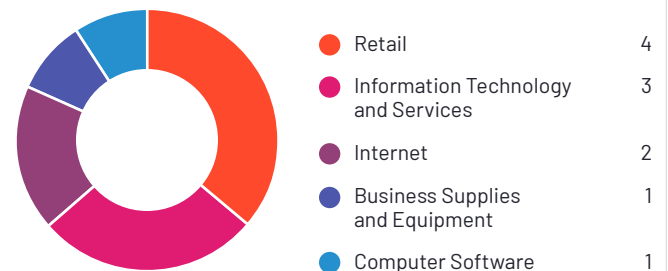


Rigor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Rigor at a rate of 94%. Rigor is also in the Digital Experience Monitoring (DEM) and Digital Experience Platforms (DXP) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Rigor



HQ Location
Atlanta, GA



Year Founded
2010



Employees (Listed On LinkedIn™)
15



Company Website
rigor.com



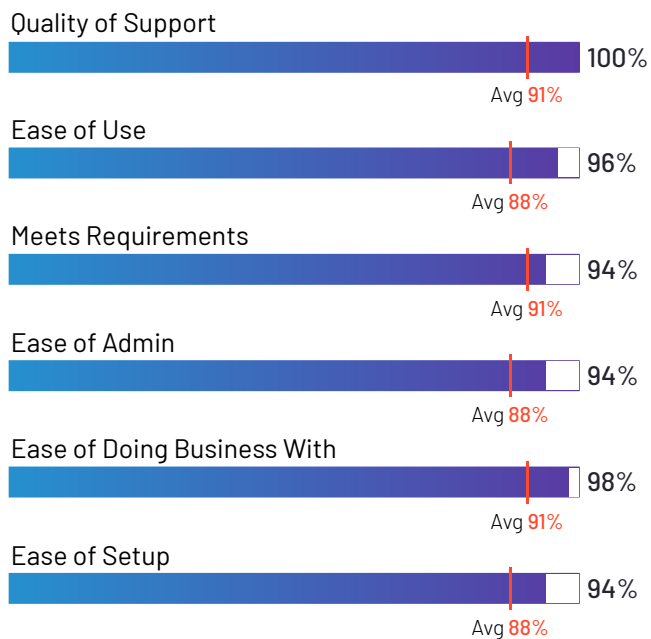
Netreo

4.5 ★★★★★ (30)

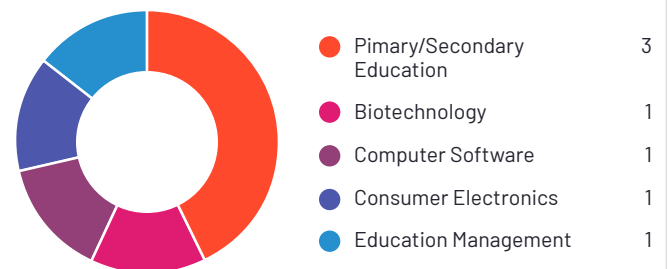


Netreo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Netreo at a rate of 99%. Netreo is also in the Database Monitoring, Network Monitoring, Server Monitoring, Cloud Infrastructure Monitoring, Enterprise Monitoring, AIOps Platforms, IT Alerting, and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Netreo



HQ Location
Irvine, CA



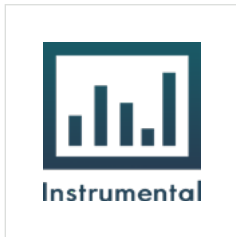
Year Founded
2000



Employees (Listed On LinkedIn™)
39



Company Website
www.netreo.com



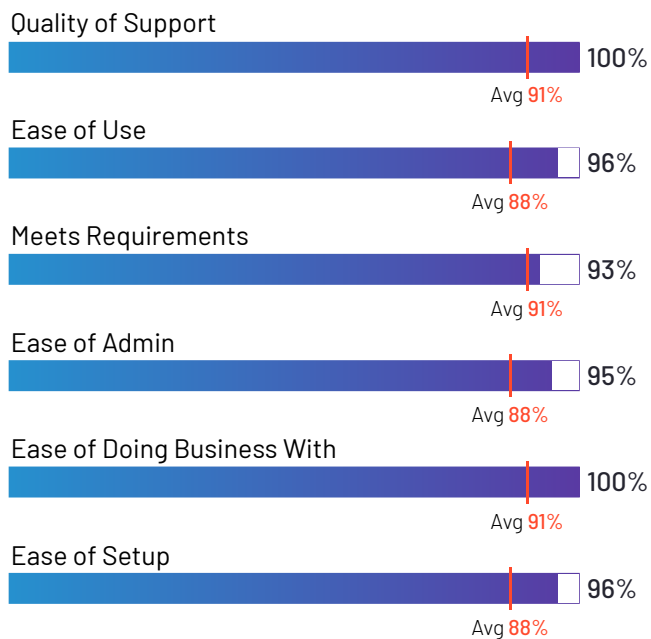
Instrumental

4.9 ★★★★★ (12)



Instrumental has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Instrumental at a rate of 98%. Instrumental is also in the Website Monitoring, Container Monitoring, Database Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Expected Behavior



HQ Location
Indianapolis, IN



Year Founded
2006



Employees (Listed On LinkedIn™)
9



Company Website
www.expectedbehavior.com

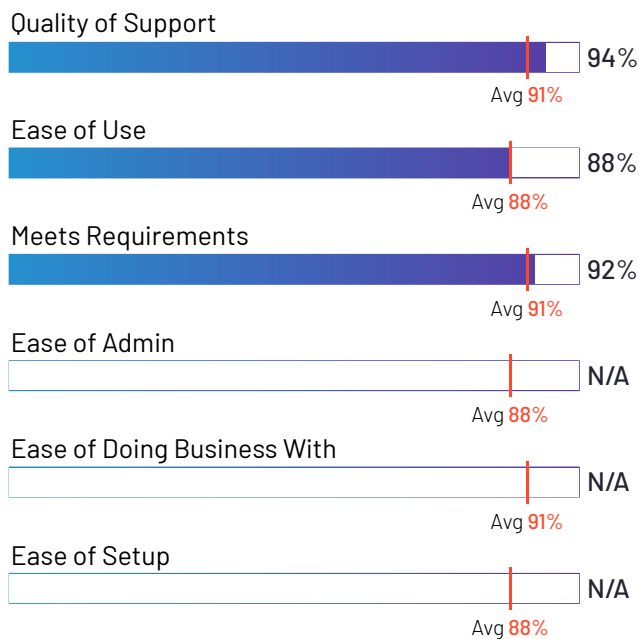


Splunk Cloud

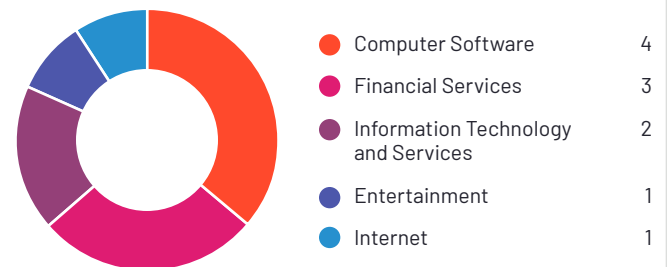
4.4 ★★★★★ (17)

Splunk Cloud has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 93% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk Cloud at a rate of 89%. Splunk Cloud is also in the AI/ops Platforms category.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



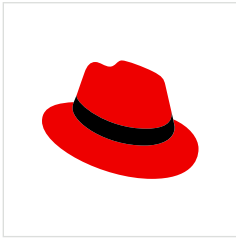
Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
7073



Company Website
www.splunk.com

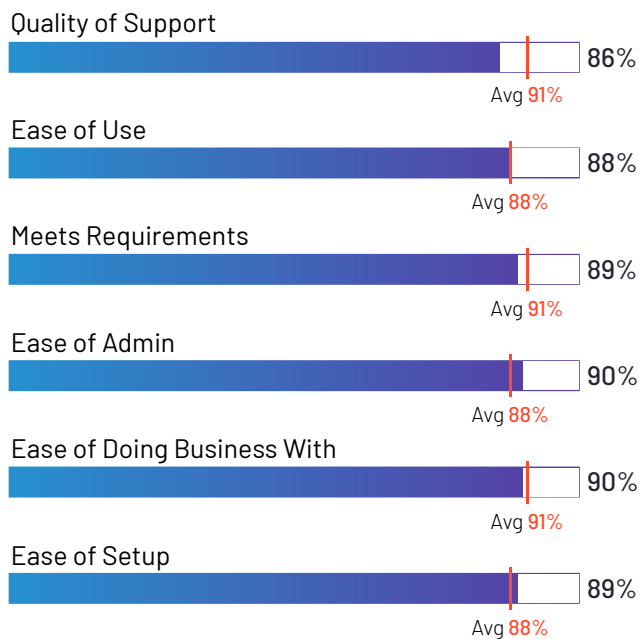


Red Hat OpenShift Container Platform

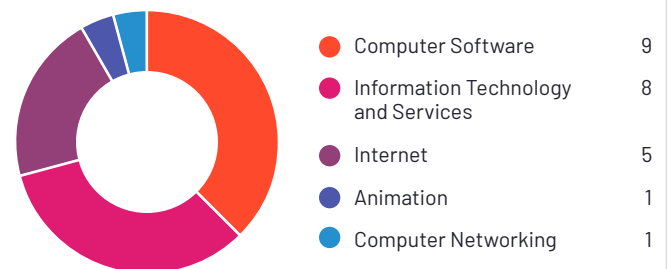
4.4 ★★★★★ (50)

Red Hat OpenShift Container Platform has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 97% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Red Hat OpenShift Container Platform at a rate of 88%. Red Hat OpenShift Container Platform is also in the Cloud Platform as a Service (PaaS), Container Monitoring, Container Management, and Container Orchestration categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Red Hat



HQ Location
Raleigh, NC



Year Founded
1993



Employees (Listed On LinkedIn™)
16429



Company Website
www.redhat.com

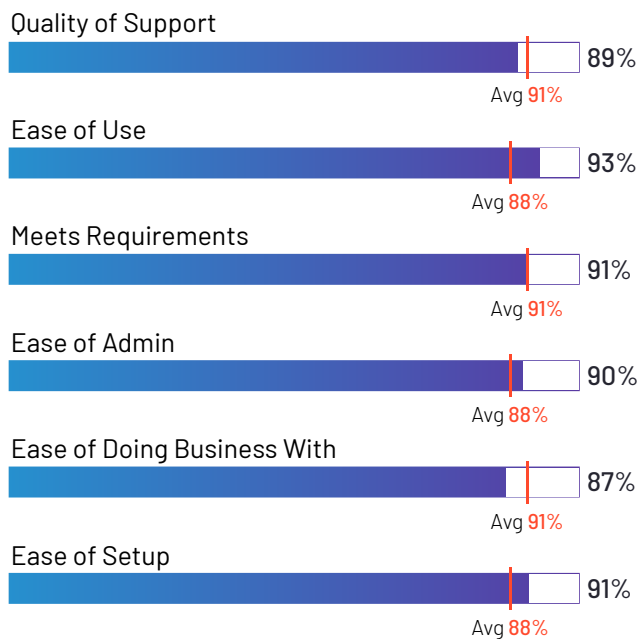


SolarWinds Web Performance Monitor

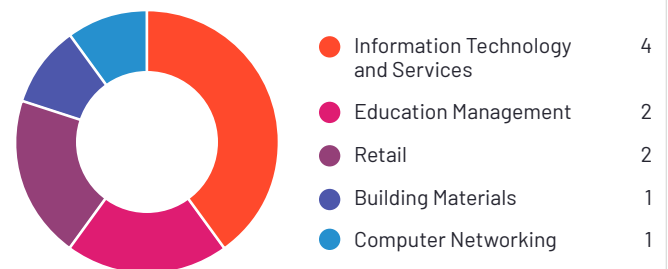
4.4 ★★★★★ (19)

SolarWinds Web Performance Monitor has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 73% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Web Performance Monitor at a rate of 88%.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2435



Company Website
www.solarwinds.com

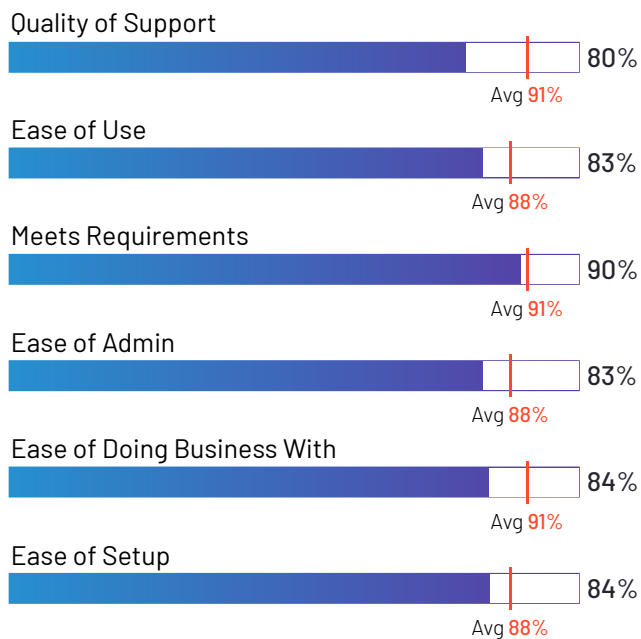


Google Cloud Console

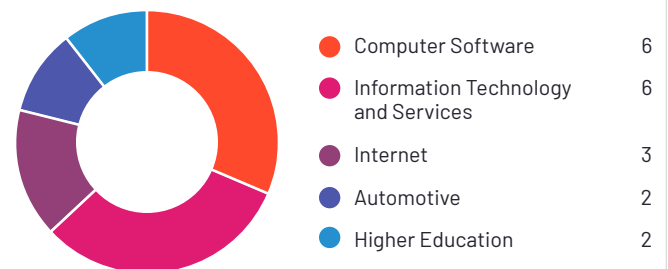
4.0 ★★★★★ (34)

Google Cloud Console has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Google Cloud Console at a rate of 81%.

Satisfaction Ratings



Top Industries Represented



Ownership
Google



HQ Location
Mountain View, CA



Year Founded
1998



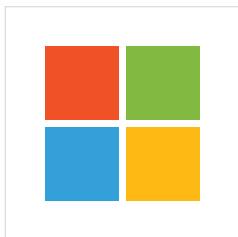
Total Revenue
\$161,857 (USD MM)



Employees (Listed On LinkedIn™)
226485



Company Website
www.google.com

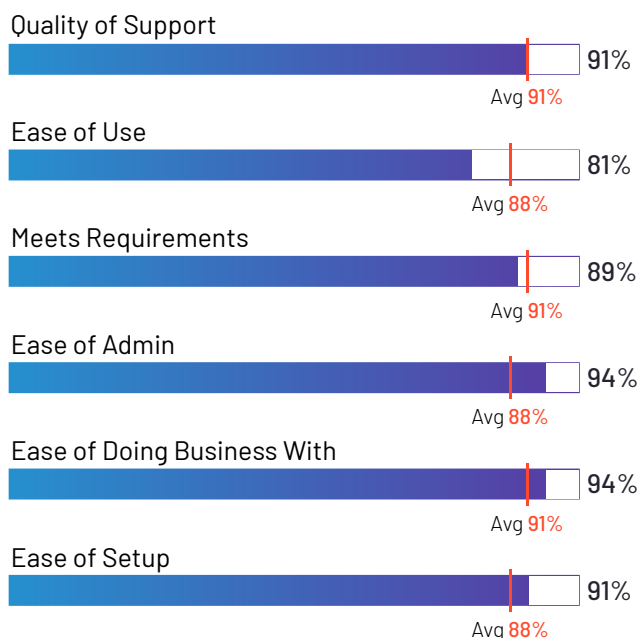


Azure Monitor

4.3 ★★★★★ (36)

Azure Monitor has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Azure Monitor at a rate of 85%. Azure Monitor is also in the Cloud Infrastructure Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
193766



Company Website
news.microsoft.com

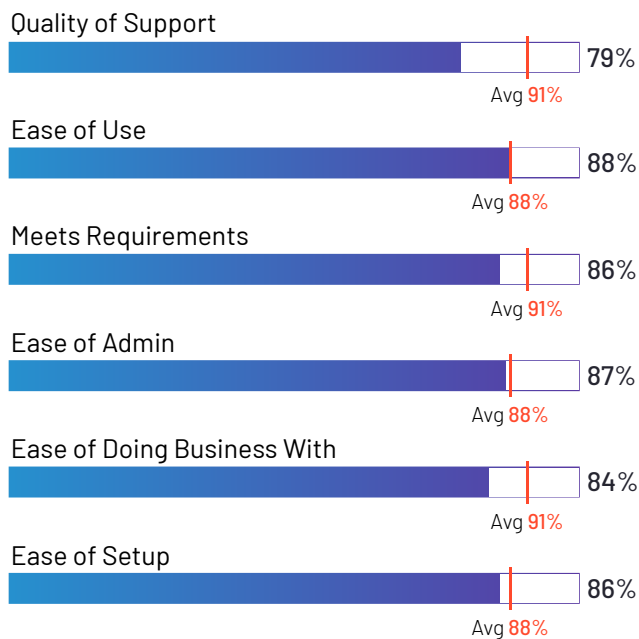


Micro Focus SiteScope

4.0 ★★★★★ (22)

Micro Focus SiteScope has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend Micro Focus SiteScope at a rate of 79%.

Satisfaction Ratings



Top Industries Represented



Ownership
Micro Focus



HQ Location
Newbury, Berkshire



Year Founded
1976



Total Revenue
\$4,754 (USD MM)



Employees (Listed On LinkedIn™)
9606



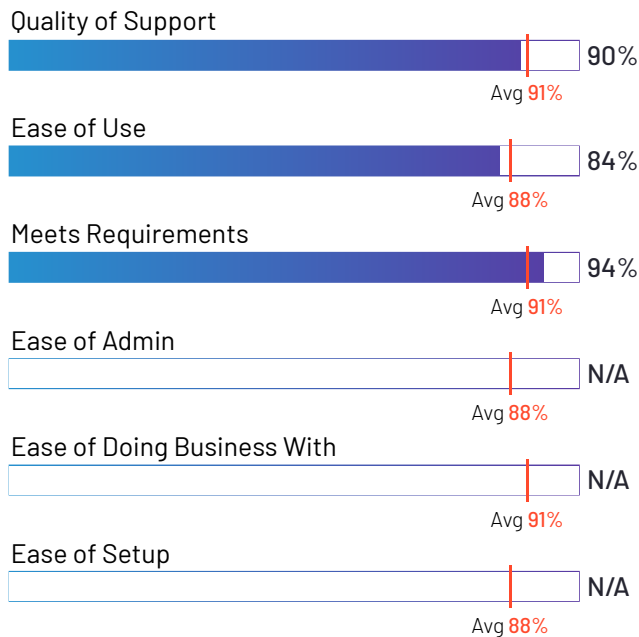
Company Website
www.microfocus.com

servicenow

4.0 ★★★★★ (248)

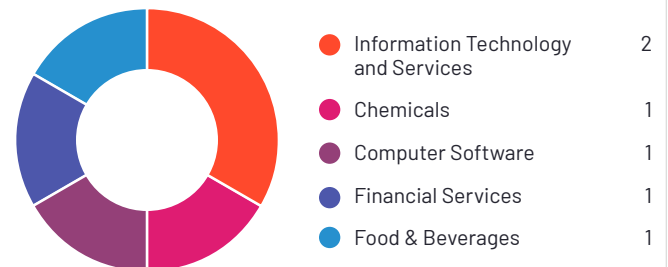
ServiceNow Now Platform has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend ServiceNow Now Platform at a rate of 84%. ServiceNow Now Platform is also in the Customer Self-Service, Survey, Cloud Platform as a Service (PaaS), Subscription Management, Portals, Test Automation, Configuration Management, Low-Code Development Platforms, Mobile Development Platforms, Cloud Communication Platforms, Life Insurance Policy Administration Systems, Task Management, API Management, Bot Platforms, Encryption, Workflow Management, Other Integrated Development Environments (IDE), and Enterprise Wiki categories.

Satisfaction Ratings



*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Ownership
ServiceNow



HQ Location
Santa Clara, CA



Year Founded
2004



Total Revenue
\$3,460 (USD MM)



Employees (Listed On LinkedIn™)
14231



Company Website
www.servicenow.com

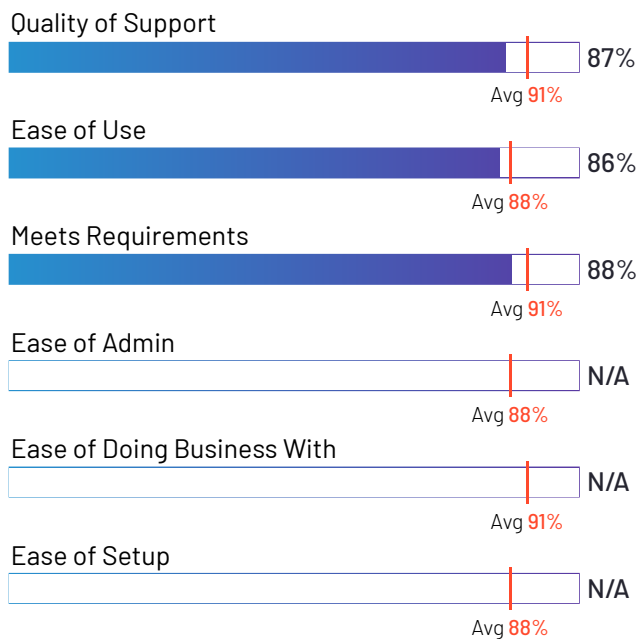


Google Cloud Monitoring

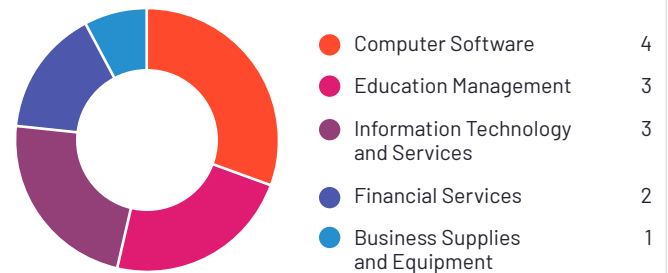
4.0 ★★★★★ (32)

Google Cloud Monitoring has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 76% of users believe it is headed in the right direction, and users said they would be likely to recommend Google Cloud Monitoring at a rate of 81%. Google Cloud Monitoring is also in the Cloud Infrastructure Monitoring category.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Google



HQ Location
Mountain View, CA



Year Founded
1998



Total Revenue
\$161,857 (USD MM)



Employees (Listed On LinkedIn™)
226485



Company Website
www.google.com

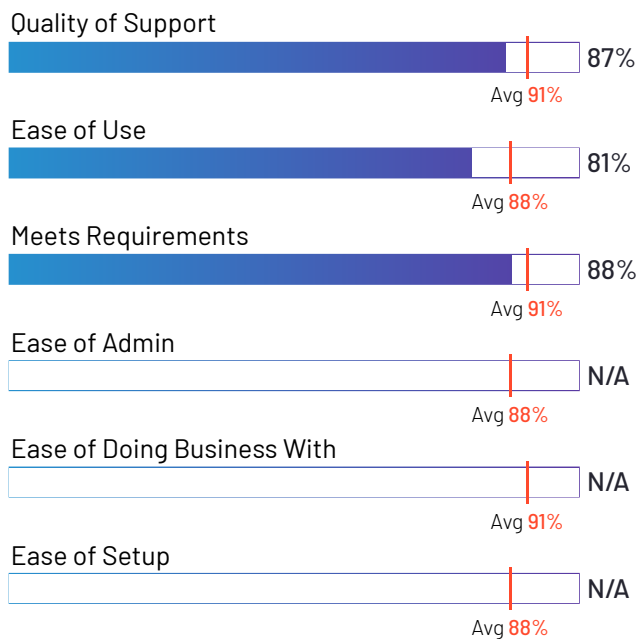


dotTrace

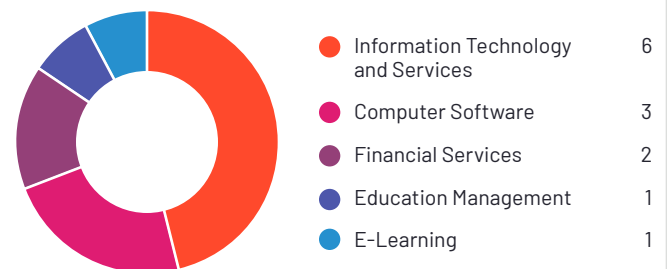
4.2 ★★★★★ (17)

dotTrace has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend dotTrace at a rate of 83%.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
JetBrains



HQ Location
Prague, Czech Republic



Year Founded
2000



Employees (Listed On LinkedIn™)
1071



Company Website
www.jetbrains.com

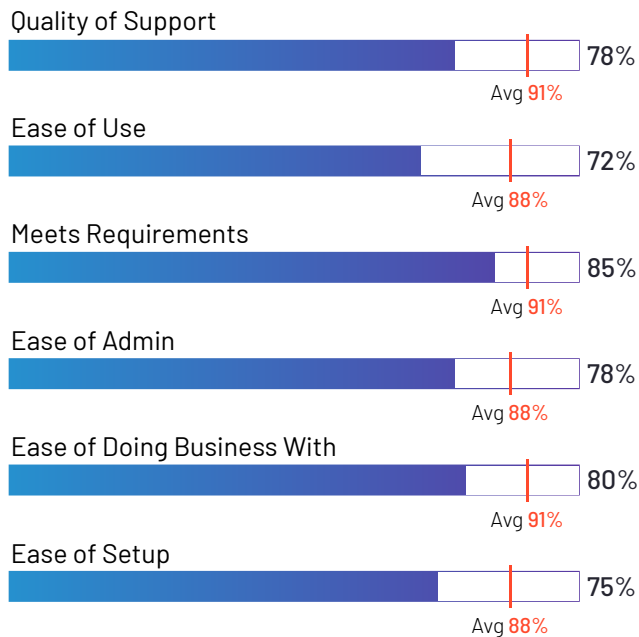
ZABBIX

Zabbix

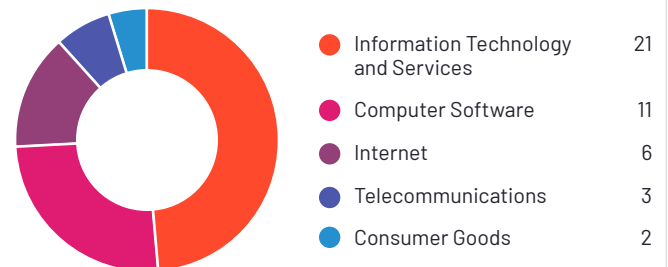
4.3 ★★★★★ (118)

Zabbix has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend Zabbix at a rate of 85%. Zabbix is also in the Network Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Server Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Zabbix LLC



HQ Location
Riga, Latvia



Year Founded
2005



Employees (Listed On LinkedIn™)
75



Company Website
www.zabbix.com

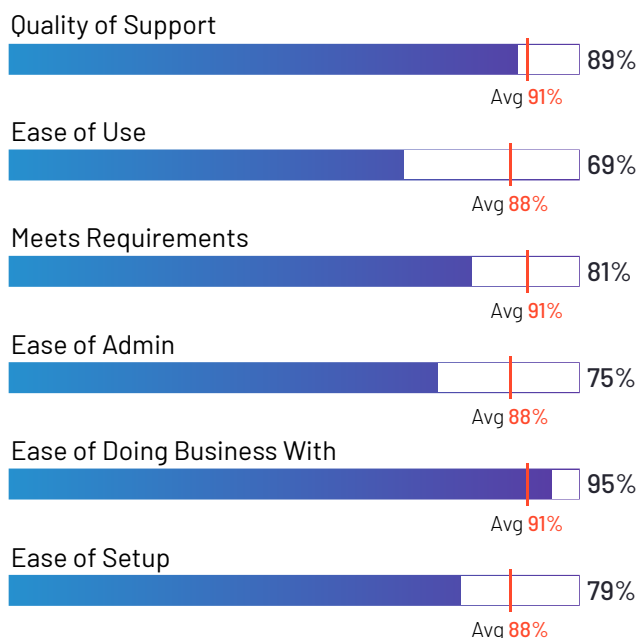


Splunk SignalFX

4.1 ★★★★★ (23)

Splunk SignalFX has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 93% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk SignalFX at a rate of 83%. Splunk SignalFX is also in the Enterprise Monitoring, Network Monitoring, Log Analysis, Container Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Log Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
7073



Company Website
www.splunk.com

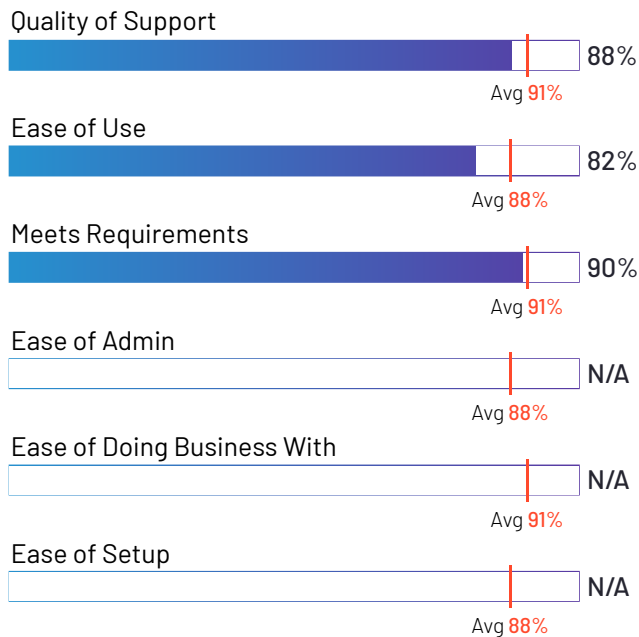


ExtraHop

4.5 ★★★★★ (12)

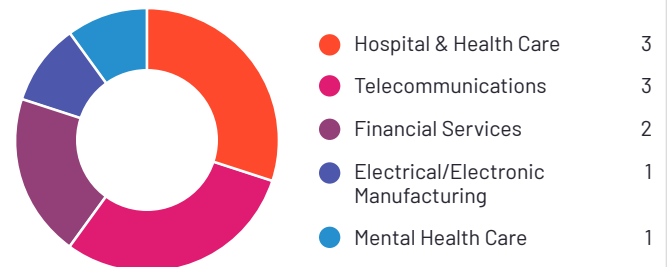
ExtraHop has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend ExtraHop at a rate of 91%. ExtraHop is also in the Network Detection and Response (NDR), Network Traffic Analysis (NTA), and Intrusion Detection and Prevention Systems (IDPS) categories.

Satisfaction Ratings



*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Ownership
ExtraHop Networks



HQ Location
Seattle, Washington



Year Founded
2007



Employees (Listed On LinkedIn™)
502



Company Website
www.extrahop.com

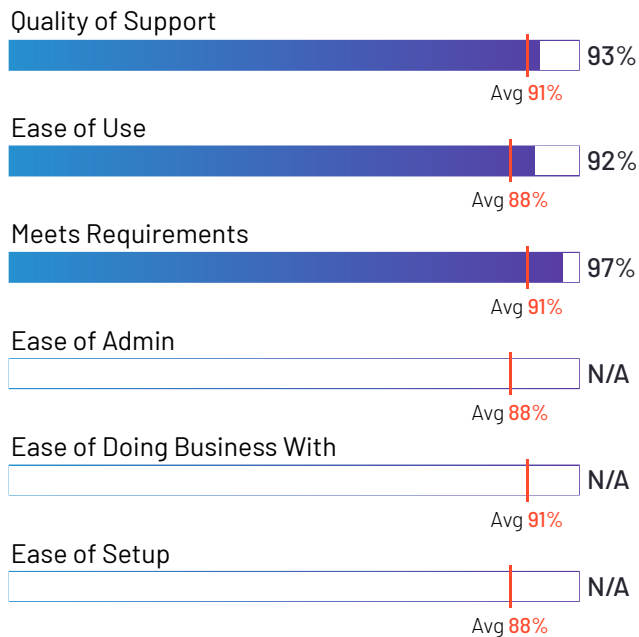


Nagios XI

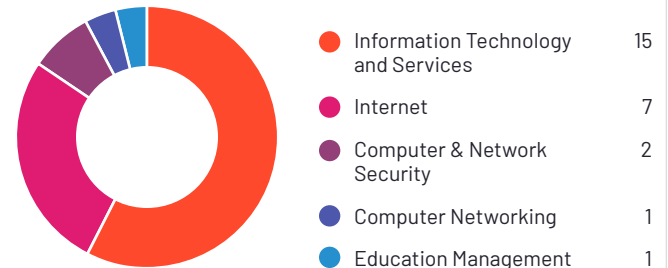
4.6 ★★★★★ (41)

Nagios XI has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 97% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Nagios XI at a rate of 93%. Nagios XI is also in the Server Monitoring, Enterprise Monitoring, and Network Monitoring categories.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Nagios



HQ Location
Saint Paul, MN



Year Founded
2007



Employees (Listed On LinkedIn™)
43



Company Website
www.nagios.com

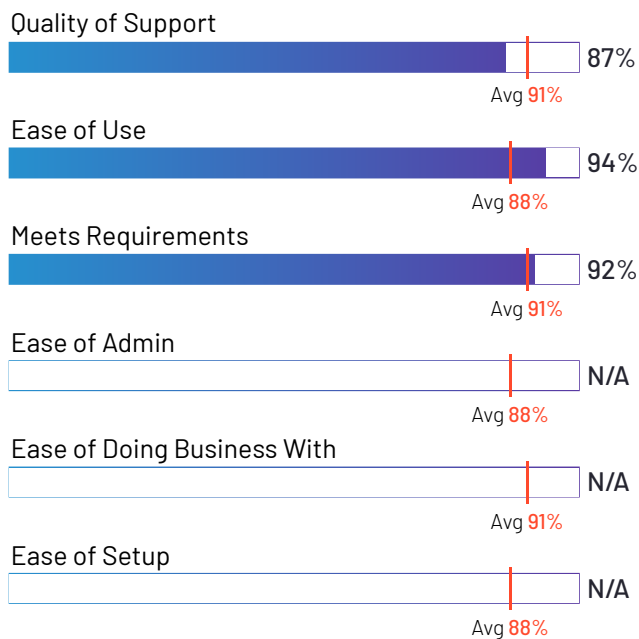


dotMemory

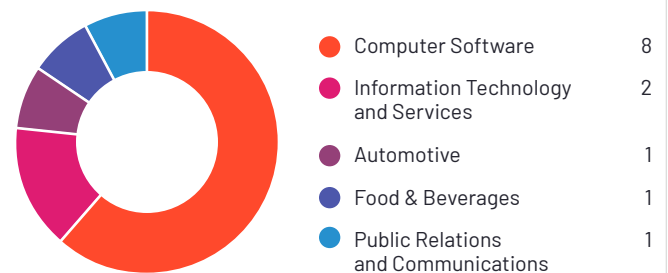
4.6 ★★★★★ (13)

dotMemory has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend dotMemory at a rate of 92%.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
JetBrains



HQ Location
Prague, Czech Republic



Year Founded
2000



Employees (Listed On LinkedIn™)
1071



Company Website
www.jetbrains.com

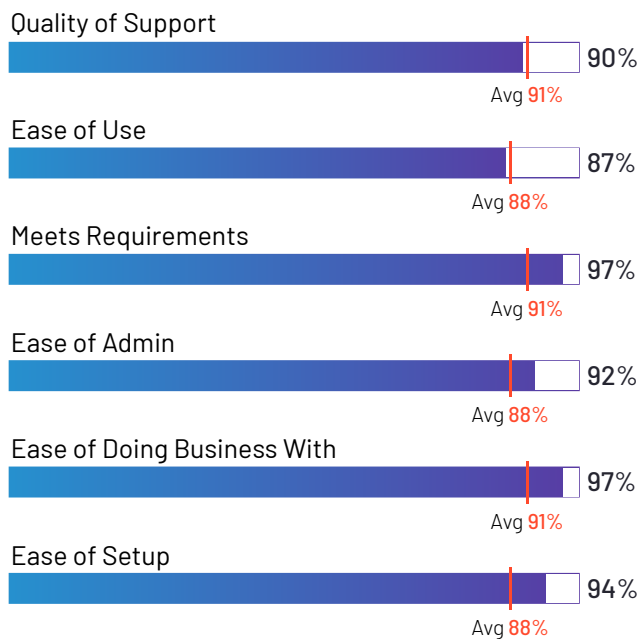


Netdata

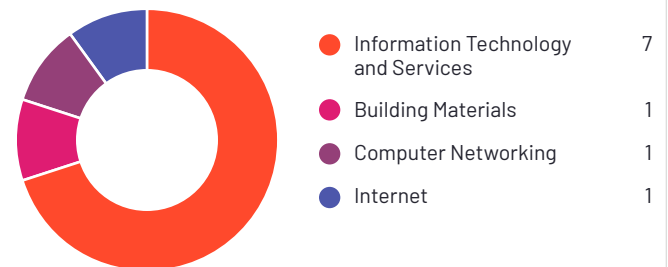
4.4 ★★★★★ (16)

Netdata has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Netdata at a rate of 89%. Netdata is also in the Server Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
Netdata



HQ Location
Delaware, US



Year Founded
2018



Employees (Listed On LinkedIn™)
46



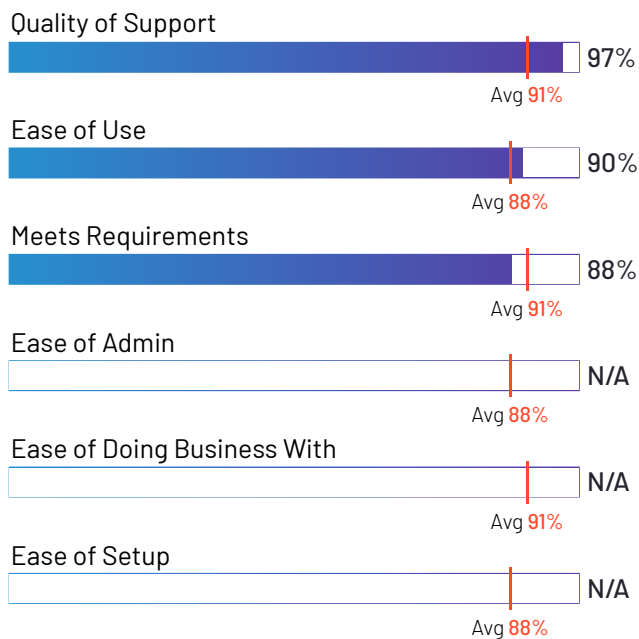
Company Website
www.netdata.cloud

solarwinds

4.4 ★★★★★ (14)

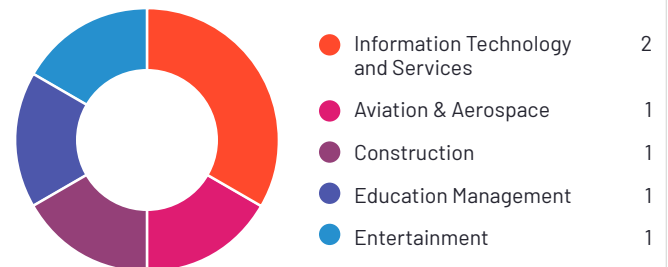
SolarWinds Standard Toolset has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Standard Toolset at a rate of 87%.

Satisfaction Ratings



*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2435



Company Website
www.solarwinds.com

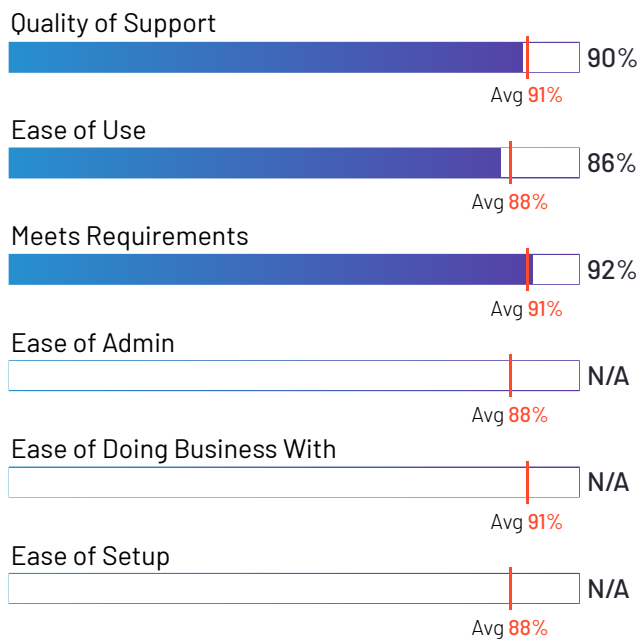


Pepperdata

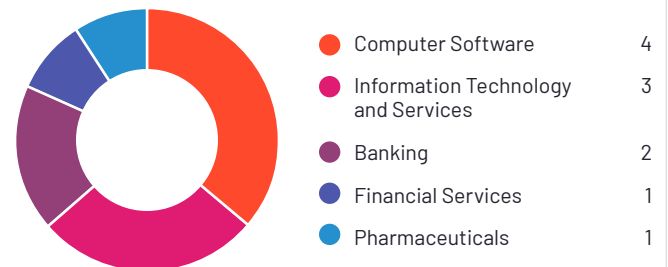
4.4 ★★★★★ (15)

Pepperdata has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Pepperdata at a rate of 93%. Pepperdata is also in the Big Data Processing and Distribution and Cloud Cost Management categories.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Pepperdata



HQ Location
Santa Clara, CA



Year Founded
2012



Employees (Listed On LinkedIn™)
53



Company Website
www.pepperdata.com

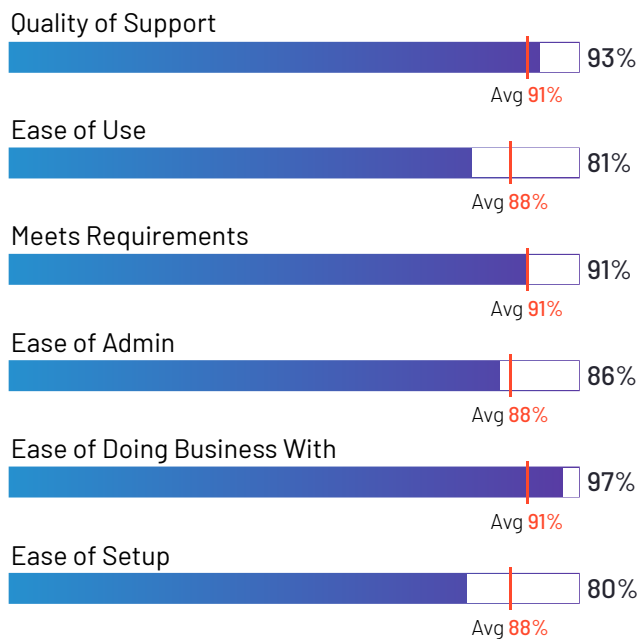


Anodot

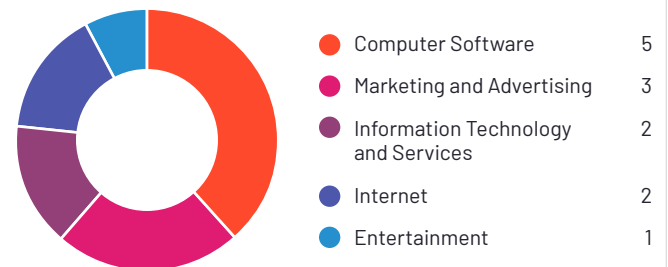
4.4 ★★★★★ (21)

Anodot has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Anodot at a rate of 90%. Anodot is also in the Analytics Platforms, Digital Analytics, Log Analysis, Customer Journey Analytics, and Time Series Intelligence categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Anodot



HQ Location
Raana, Israel



Year Founded
2014



Employees (Listed On LinkedIn™)
90



Company Website
www.anodot.com

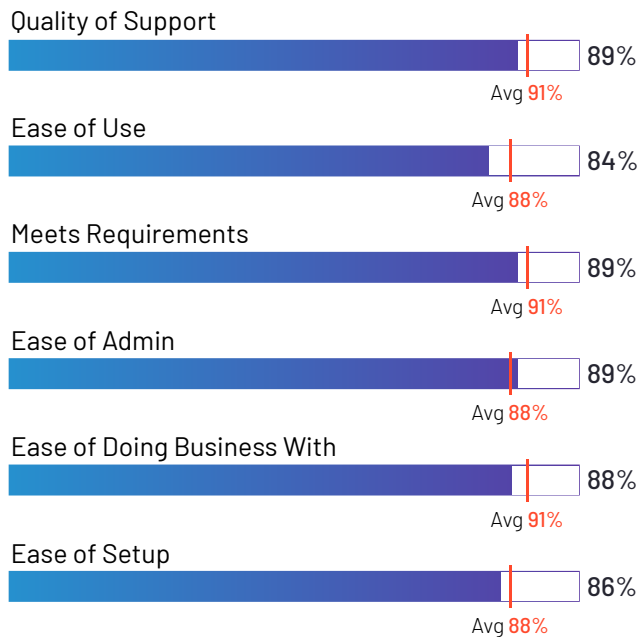


Retrace

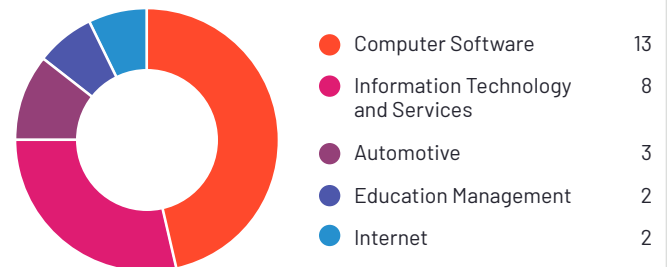
4.3 ★★★★★ (53)

Retrace has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 95% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Retrace at a rate of 86%. Retrace is also in the Bug Tracking category.

Satisfaction Ratings



Top Industries Represented



Ownership
Stackify



HQ Location
Leawood, KS



Year Founded
2012



Employees (Listed On LinkedIn™)
28



Company Website
stackify.com

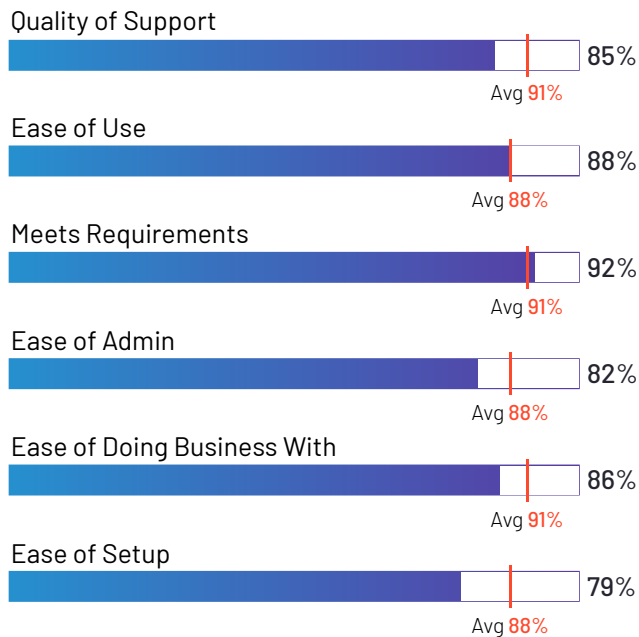


Icinga Monitoring

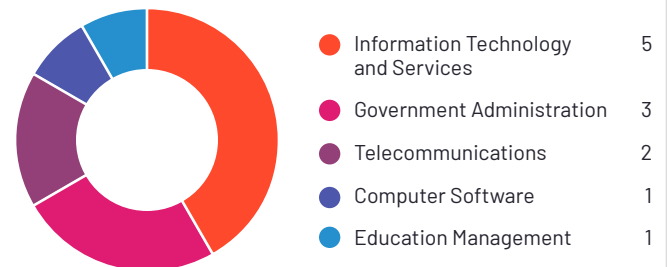
4.4 ★★★★★ (17)

Icinga Monitoring has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Icinga Monitoring at a rate of 88%.

Satisfaction Ratings



Top Industries Represented



Ownership
Icinga



HQ Location
Nuremberg, Bavaria



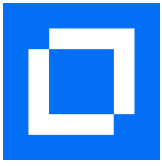
Year Founded
2018



Employees (Listed On LinkedIn™)
4



Company Website
icinga.com

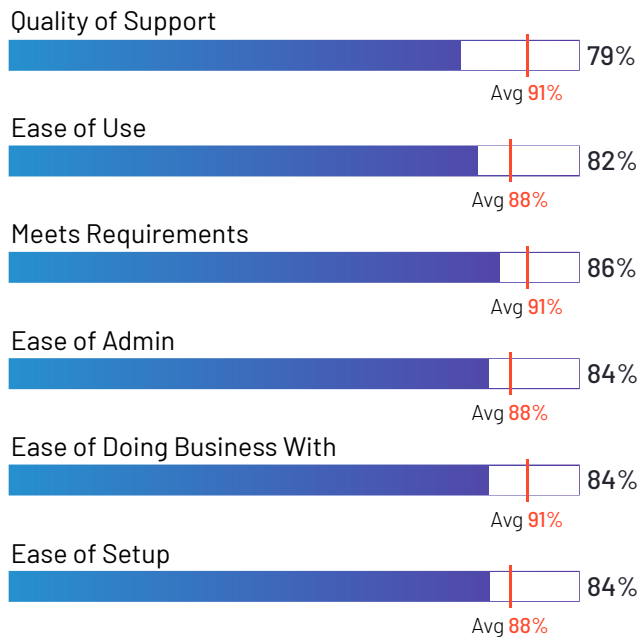


Micro Focus Operations Bridge (OpsBridge)

4.2 ★★★★★ (33)

Micro Focus Operations Bridge (OpsBridge) has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Micro Focus Operations Bridge at a rate of 85%. Micro Focus Operations Bridge is also in the Incident Management, Log Analysis, Container Monitoring, IT Alerting, Cloud Infrastructure Monitoring, Digital Experience Monitoring (DEM), Database Monitoring, AIOps Platforms, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Micro Focus



HQ Location
Newbury, Berkshire



Year Founded
1976



Total Revenue
\$4,754 (USD MM)



Employees (Listed On LinkedIn™)
9606



Company Website
www.microfocus.com

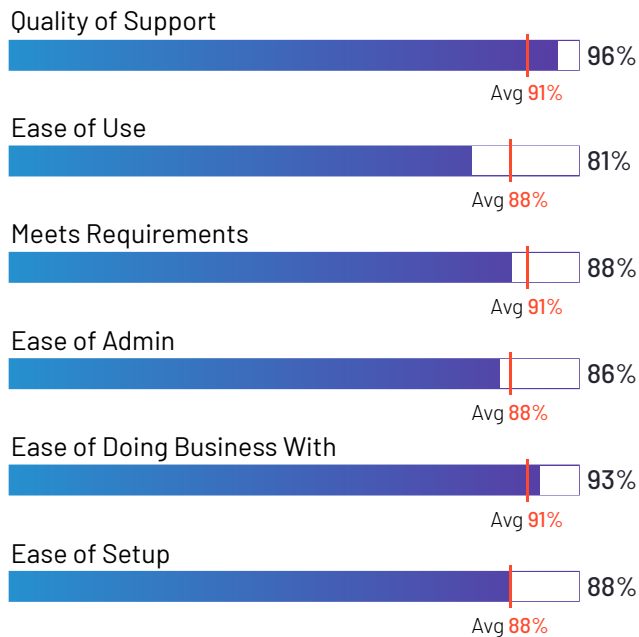


Scalyr

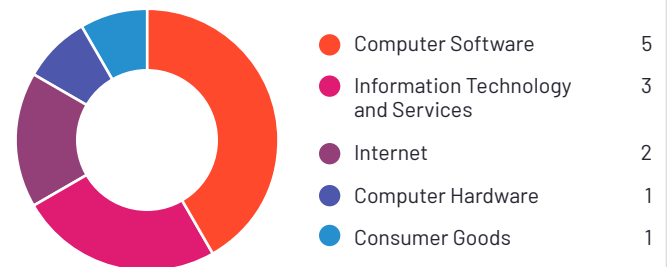
4.6 ★★★★★ (42)

Scalyr has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Scalyr at a rate of 91%. Scalyr is also in the Log Analysis category.

Satisfaction Ratings



Top Industries Represented



Ownership
Scalyr



HQ Location
San Mateo, CA



Year Founded
2011



Employees (Listed On LinkedIn™)
50



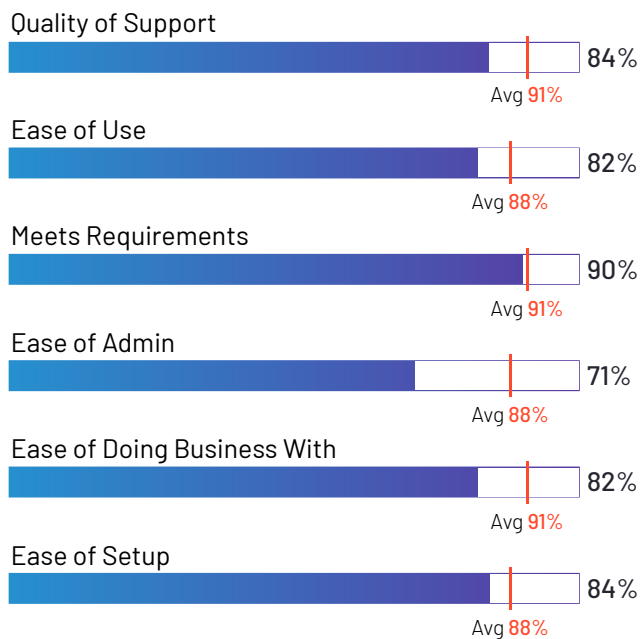
Company Website
www.scalyr.com



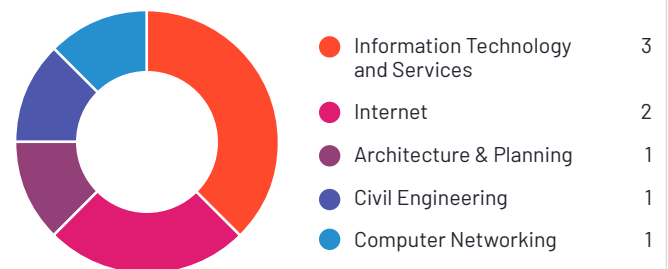
4.2 ★★★★★ (18)

SolarWinds Appoptics has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 93% of users rated it 4 or 5 stars, 71% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Appoptics at a rate of 83%. SolarWinds Appoptics is also in the IT Alerting, Cloud Infrastructure Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2435



Company Website
www.solarwinds.com

Satisfaction Ratings for Application Performance Monitoring (APM)

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

| | Satisfaction | | Satisfaction by Category | | | | | | Net Promoter Score (NPS) |
|---|---------------------|-----------------------------------|--------------------------|---------------|------------------------|--------------------|---------------|-------------|---|
| | Likely to Recommend | Product Going in Right Direction? | Meets Requirements | Ease of Admin | Ease of Doing Business | Quality of Support | Ease of Setup | Ease of Use | Net Promoter Score (NPS) (Range from -100 to +100) |
| Dynatrace | 90% | 95% | 90% | 84% | 89% | 89% | 87% | 86% | 67 |
| AppDynamics | 85% | 83% | 88% | 83% | 86% | 84% | 80% | 86% | 51 |
| LogicMonitor | 92% | 94% | 94% | 89% | 94% | 94% | 89% | 89% | 74 |
| SolarWinds Server & Application Monitor | 85% | 83% | 89% | 84% | 86% | 86% | 79% | 82% | 48 |
| Splunk Enterprise | 85% | 82% | 90% | 81% | 87% | 85% | 79% | 82% | 45 |
| New Relic One | 85% | 79% | 89% | 84% | 84% | 85% | 87% | 83% | 44 |
| Sumo Logic | 87% | 92% | 92% | 88% | 90% | 89% | 88% | 85% | 57 |
| Microsoft System Center | 82% | 78% | 87% | 81% | 81% | 82% | 71% | 79% | 34 |
| Datadog | 85% | 91% | 89% | 80% | 82% | 84% | 84% | 83% | 49 |
| Instana | 91% | 89% | 88% | 92% | 94% | 92% | 94% | 90% | 78 |
| Veeam ONE | 92% | 88% | 94% | 90% | 91% | 91% | 90% | 93% | 73 |
| Instabug | 86% | 86% | 89% | 85% | 89% | 89% | 88% | 88% | 54 |
| Logz.io | 94% | 91% | 93% | 89% | 93% | 94% | 91% | 92% | 90 |
| Pulse Secure Virtual Traffic Manager | 86% | 82% | 93% | N/A | N/A | 85% | N/A | 89% | 49 |
| PRTG | 91% | 87% | 91% | 85% | 90% | 86% | 84% | 85% | 73 |
| LogRocket | 95% | 89% | 94% | 96% | 95% | 93% | 94% | 94% | 86 |
| FusionReactor APM | 95% | 91% | 96% | 92% | 95% | 96% | 88% | 89% | 82 |
| Scout APM | 93% | 84% | 91% | 95% | 94% | 95% | 95% | 92% | 80 |
| Atatus | 97% | 95% | 95% | 96% | 99% | 96% | 96% | 93% | 94 |

(Satisfaction Ratings for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100



Satisfaction Ratings for Application Performance Monitoring (APM)(continued)

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

| | Satisfaction | | Satisfaction by Category | | | | | | Net Promoter Score (NPS) |
|--------------------------------------|---------------------|-----------------------------------|--------------------------|---------------|------------------------|--------------------|---------------|-------------|---|
| | Likely to Recommend | Product Going in Right Direction? | Meets Requirements | Ease of Admin | Ease of Doing Business | Quality of Support | Ease of Setup | Ease of Use | Net Promoter Score (NPS) (Range from -100 to +100) |
| Epsagon | 94% | 100% | 92% | N/A | N/A | 96% | N/A | 94% | 85 |
| Serverless360 | 99% | 100% | 99% | 96% | 100% | 100% | 96% | 98% | 100 |
| Glassbox | 91% | 92% | 87% | 92% | 93% | 93% | 87% | 88% | 76 |
| Rollbar | 95% | 86% | 94% | 96% | 97% | 92% | 94% | 93% | 90 |
| Raygun | 96% | 100% | 96% | 94% | 94% | 97% | 94% | 98% | 90 |
| Germain APM | 94% | 90% | 91% | 93% | 94% | 95% | 92% | 89% | 82 |
| Lightstep | 93% | N/A | 94% | N/A | N/A | 100% | N/A | 94% | 80 |
| Uptime.com | 94% | 100% | 94% | 94% | 98% | 100% | 98% | 98% | 71 |
| Graylog | 88% | 89% | 87% | 88% | 83% | 87% | 89% | 89% | 52 |
| Catchpoint | 94% | 100% | 96% | 87% | 97% | 98% | 90% | 89% | 78 |
| Lumigo | 95% | 75% | 94% | N/A | N/A | 99% | N/A | 97% | 82 |
| IT-Conductor | 100% | 100% | 100% | N/A | N/A | 100% | N/A | 95% | 100 |
| Rigor | 94% | 100% | 89% | 89% | 95% | 94% | 93% | 94% | 85 |
| Netreo | 99% | 100% | 94% | 94% | 98% | 100% | 94% | 96% | 100 |
| Instrumental | 98% | 83% | 93% | 95% | 100% | 100% | 96% | 96% | 91 |
| Splunk Cloud | 89% | 91% | 92% | N/A | N/A | 94% | N/A | 88% | 71 |
| Red Hat OpenShift Container Platform | 88% | 87% | 89% | 90% | 90% | 86% | 89% | 88% | 54 |
| SolarWinds Web Performance Monitor | 88% | 73% | 91% | 90% | 87% | 89% | 91% | 93% | 52 |
| Google Cloud Console | 81% | 89% | 90% | 83% | 84% | 80% | 84% | 83% | 31 |

(Satisfaction Ratings for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100



Satisfaction Ratings for Application Performance Monitoring (APM)(continued)

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

| | Satisfaction | | Satisfaction by Category | | | | | | Net Promoter Score (NPS) |
|-------------------------------|---------------------|-----------------------------------|--------------------------|---------------|------------------------|--------------------|---------------|-------------|---|
| | Likely to Recommend | Product Going in Right Direction? | Meets Requirements | Ease of Admin | Ease of Doing Business | Quality of Support | Ease of Setup | Ease of Use | Net Promoter Score (NPS) (Range from -100 to +100) |
| Azure Monitor | 85% | 92% | 89% | 94% | 94% | 91% | 91% | 81% | 53 |
| Micro Focus SiteScope | 79% | 67% | 86% | 87% | 84% | 79% | 86% | 88% | 33 |
| ServiceNow Now Platform | 84% | 86% | 94% | N/A | N/A | 90% | N/A | 84% | 50 |
| Google Cloud Monitoring | 81% | 76% | 88% | N/A | N/A | 87% | N/A | 86% | 31 |
| dotTrace | 83% | 86% | 88% | N/A | N/A | 87% | N/A | 81% | 43 |
| Zabbix | 85% | 79% | 85% | 78% | 80% | 78% | 75% | 72% | 40 |
| Splunk SignalFX | 83% | 83% | 81% | 75% | 95% | 89% | 79% | 69% | 40 |
| ExtraHop | 91% | 86% | 90% | N/A | N/A | 88% | N/A | 82% | 81 |
| Nagios XI | 93% | 97% | 97% | N/A | N/A | 93% | N/A | 92% | 84 |
| dotMemory | 92% | 100% | 92% | N/A | N/A | 87% | N/A | 94% | 84 |
| Netdata | 89% | 100% | 97% | 92% | 97% | 90% | 94% | 87% | 70 |
| SolarWinds Standard Toolset | 87% | 100% | 88% | N/A | N/A | 97% | N/A | 90% | 54 |
| Pepperdata | 93% | 100% | 92% | N/A | N/A | 90% | N/A | 86% | 81 |
| Anodot | 90% | 93% | 91% | 86% | 97% | 93% | 80% | 81% | 76 |
| Retrace | 86% | 92% | 89% | 89% | 88% | 89% | 86% | 84% | 48 |
| Icinga Monitoring | 88% | 93% | 92% | 82% | 86% | 85% | 79% | 88% | 58 |
| Micro Focus Operations Bridge | 85% | 88% | 86% | 84% | 84% | 79% | 84% | 82% | 60 |
| Scalyr | 91% | 100% | 88% | 86% | 93% | 96% | 88% | 81% | 71 |
| SolarWinds Appoptics | 83% | 71% | 90% | 71% | 82% | 84% | 84% | 82% | 42 |
| Average | 90% | 89% | 91% | 88% | 91% | 91% | 88% | 88% | 67 |

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100



Additional Data for Application Performance Monitoring (APM)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

Customers by Size

| | Small Business (50 or fewer emp.) | Mid-Market (51-1000 emp.) | Enterprise (>1000 emp.) |
|---|-----------------------------------|---------------------------|--------------------------|
| Dynatrace | 4% | 19% | 77% |
| AppDynamics | 16% | 30% | 55% |
| LogicMonitor | 20% | 49% | 31% |
| SolarWinds Server & Application Monitor | 10% | 40% | 51% |
| Splunk Enterprise | 5% | 30% | 64% |
| New Relic One | 35% | 38% | 27% |
| Sumo Logic | 11% | 52% | 37% |
| Microsoft System Center | 17% | 37% | 46% |
| Datadog | 17% | 59% | 24% |
| Instana | 11% | 37% | 51% |
| Veeam ONE | 16% | 61% | 23% |
| Instabug | 66% | 26% | 7% |
| Logz.io | 18% | 61% | 21% |
| Pulse Secure Virtual Traffic Manager | 12% | 16% | 72% |
| PRTG | 16% | 59% | 24% |
| LogRocket | 85% | 13% | 2% |
| FusionReactor APM | 65% | 29% | 6% |
| Scout APM | 53% | 44% | 4% |
| Atatus | 85% | 12% | 3% |
| Epsagon | 53% | 32% | 16% |
| Serverless360 | 18% | 76% | 6% |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

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Additional Data for Application Performance Monitoring (APM)(continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

Customers by Size

| | Small Business (50 or fewer emp.) | Mid-Market (51-1000 emp.) | Enterprise (>1000 emp.) |
|--------------------------------------|-----------------------------------|---------------------------|--------------------------|
| Glassbox | 12% | 32% | 56% |
| Rollbar | 68% | 23% | 9% |
| Raygun | 45% | 55% | 0% |
| Germain APM | 97% | 3% | 0% |
| Lightstep | 30% | 40% | 30% |
| Uptime.com | 50% | 29% | 21% |
| Graylog | 18% | 49% | 33% |
| Catchpoint | 0% | 14% | 86% |
| Lumigo | 71% | 24% | 6% |
| IT-Conductor | 20% | 40% | 40% |
| Rigor | 20% | 45% | 35% |
| Netreo | 20% | 30% | 50% |
| Instrumental | 50% | 25% | 25% |
| Splunk Cloud | 7% | 21% | 71% |
| Red Hat OpenShift Container Platform | 71% | 10% | 19% |
| SolarWinds Web Performance Monitor | 35% | 29% | 35% |
| Google Cloud Console | 38% | 44% | 19% |
| Azure Monitor | 38% | 46% | 15% |
| Micro Focus SiteScope | 7% | 33% | 60% |
| ServiceNow Now Platform | 25% | 13% | 63% |
| Google Cloud Monitoring | 64% | 27% | 9% |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

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Additional Data for Application Performance Monitoring (APM)(continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

Customers by Size

| | Small Business (50 or fewer emp.) | Mid-Market (51-1000 emp.) | Enterprise (>1000 emp.) |
|-------------------------------|-----------------------------------|---------------------------|--------------------------|
| dotTrace | 31% | 31% | 38% |
| Zabbix | 17% | 52% | 32% |
| Splunk SignalFX | 20% | 40% | 40% |
| ExtraHop | 18% | 27% | 55% |
| Nagios XI | 3% | 78% | 19% |
| dotMemory | 23% | 31% | 46% |
| Netdata | 30% | 70% | 0% |
| SolarWinds Standard Toolset | 9% | 55% | 36% |
| Pepperdata | 9% | 0% | 91% |
| Anodot | 29% | 47% | 24% |
| Retrace | 23% | 44% | 33% |
| Icinga Monitoring | 12% | 41% | 47% |
| Micro Focus Operations Bridge | 0% | 0% | 100% |
| Scalyr | 43% | 29% | 29% |
| SolarWinds Appoptics | 43% | 21% | 36% |
| Average | 30% | 35% | 34% |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

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Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

| | Deployment | | Implementation Time | Implementation Method | | | Number of Users Purchased | Contract Term |
|---|------------|------------|------------------------|-----------------------|----------------------|------------------------|-------------------------------|-----------------------------|
| | Cloud | On-Premise | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant | Median Number of Users Bought | Avg. Contract Term (Months) |
| Dynatrace | 52% | 48% | 3.5 | 72% | 23% | 2% | 37 | 22 |
| AppDynamics | 52% | 48% | 3.2 | 65% | 21% | 6% | 37 | 18 |
| LogicMonitor | 77% | 23% | 1.8 | 86% | 11% | 0% | 37 | 15 |
| SolarWinds Server & Application Monitor | 11% | 89% | 1.9 | 86% | 12% | 3% | 17 | 12 |
| Splunk Enterprise | 31% | 69% | 2.6 | 78% | 15% | 7% | 175 | 19 |
| New Relic One | 77% | 23% | 1.1 | 94% | 3% | 3% | 7 | 6 |
| Sumo Logic | 86% | 14% | 1.6 | 91% | 9% | 0% | 37 | 9 |
| Microsoft System Center | 28% | 72% | 3.5 | 76% | 15% | 10% | 37 | 16 |
| Datadog | 94% | 6% | 2 | 73% | 27% | 0% | 75 | 12 |
| Instana | 82% | 18% | 2.1 | 78% | 8% | 8% | 37 | 20 |
| Veeam ONE | 11% | 89% | 1.7 | 95% | 3% | 3% | 7 | 22 |
| Instabug | 61% | 39% | 2 | 90% | 6% | 4% | 3 | 4 |
| Logz.io | 85% | 15% | 1.1 | 78% | 17% | 0% | 17 | 8 |
| Pulse Secure Virtual Traffic Manager | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| PRTG | 9% | 91% | 1.4 | 100% | 0% | 0% | 3 | 12 |
| LogRocket | 83% | 17% | 1.3 | 97% | 0% | 0% | 5 | 1 |
| FusionReactor APM | 49% | 51% | 1 | 90% | 2% | 6% | 3 | 8 |
| Scout APM | 92% | 8% | 0.7 | 92% | 8% | 0% | 12 | 2 |
| Atatus | 69% | 31% | 1.8 | 94% | 6% | 0% | 3 | 4 |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

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Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

| | Deployment | | Implementation Time | Implementation Method | | | Number of Users Purchased | Contract Term |
|--------------------------------------|------------|------------|------------------------|-----------------------|----------------------|------------------------|-------------------------------|-----------------------------|
| | Cloud | On-Premise | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant | Median Number of Users Bought | Avg. Contract Term (Months) |
| Epsagon | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Serverless360 | 100% | 0% | 0.3 | 100% | 0% | 0% | N/A | N/A |
| Glassbox | 40% | 60% | 3.7 | 65% | 29% | 0% | 17 | 11 |
| Rollbar | 91% | 9% | 0.3 | 100% | 0% | 0% | 3 | 2 |
| Raygun | 80% | 20% | 0.2 | 86% | 0% | 0% | 17 | 1 |
| Germain APM | 50% | 50% | 0.4 | 100% | 0% | 0% | N/A | 3 |
| Lightstep | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Uptime.com | 50% | 50% | 0.4 | 100% | 0% | 0% | 3 | 12 |
| Graylog | 36% | 64% | 1.3 | 83% | 7% | 0% | 12 | 2 |
| Catchpoint | 75% | 25% | 3.3 | 67% | 22% | 0% | 37 | N/A |
| Lumigo | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| IT-Conductor | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Rigor | 71% | 29% | 0.6 | 100% | 0% | 0% | 7 | 12 |
| Netreo | 22% | 78% | 0.8 | 63% | 13% | 25% | N/A | 7 |
| Instrumental | 88% | 13% | 0.3 | 100% | 0% | 0% | 17 | N/A |
| Splunk Cloud | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Red Hat OpenShift Container Platform | 90% | 10% | 1.6 | 88% | 12% | 0% | 3 | 2 |
| SolarWinds Web Performance Monitor | 33% | 67% | 0.4 | 86% | 0% | 14% | 3 | N/A |
| Google Cloud Console | 86% | 14% | N/A | 100% | 0% | 0% | N/A | N/A |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

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Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

| | Deployment | | Implementation Time | Implementation Method | | | Number of Users Purchased | Contract Term |
|-----------------------------|------------|------------|------------------------|-----------------------|----------------------|------------------------|-------------------------------|-----------------------------|
| | Cloud | On-Premise | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant | Median Number of Users Bought | Avg. Contract Term (Months) |
| Azure Monitor | 80% | 20% | N/A | N/A | N/A | N/A | N/A | N/A |
| Micro Focus SiteScope | 30% | 70% | 2.9 | 70% | 20% | 0% | 106 | 12 |
| ServiceNow Now Platform | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Google Cloud Monitoring | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| dotTrace | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Zabbix | 38% | 63% | 2.5 | 89% | 3% | 8% | 7 | 2 |
| Splunk SignalFX | 86% | 14% | 1.4 | 88% | 13% | 0% | 37 | 15 |
| ExtraHop | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Nagios XI | N/A | N/A | N/A | 82% | 18% | 0% | N/A | N/A |
| dotMemory | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Netdata | 43% | 57% | 1.6 | 88% | 13% | 0% | 17 | 0 |
| SolarWinds Standard Toolset | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.

Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

User Adoption and Return on Investment (ROI)

| | User Adoption | Payback Period |
|---|-----------------------|--|
| | Average User Adoption | Estimated ROI (payback period in months) |
| Dynatrace | 47% | 22 |
| AppDynamics | 50% | 22 |
| LogicMonitor | 78% | 19 |
| SolarWinds Server & Application Monitor | 70% | 15 |
| Splunk Enterprise | 61% | 22 |
| New Relic One | 68% | 14 |
| Sumo Logic | 56% | 16 |
| Microsoft System Center | 76% | 17 |
| Datadog | 48% | 19 |
| Instana | 57% | 15 |
| Veeam ONE | 78% | 15 |
| Instabug | 62% | 7 |
| Logz.io | 55% | 17 |
| Pulse Secure Virtual Traffic Manager | N/A | N/A |
| PRTG | 70% | 9 |
| LogRocket | 71% | 8 |
| FusionReactor APM | 63% | 8 |
| Scout APM | 52% | 11 |
| Atatus | 91% | 10 |
| Epsagon | N/A | N/A |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.



Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

User Adoption and Return on Investment (ROI)

| | User Adoption | Payback Period |
|--------------------------------------|-----------------------|--|
| | Average User Adoption | Estimated ROI (payback period in months) |
| Serverless360 | 87% | N/A |
| Glassbox | 38% | 22 |
| Rollbar | 85% | 3 |
| Raygun | 70% | 7 |
| Germain APM | 36% | 22 |
| Lightstep | N/A | N/A |
| Uptime.com | 26% | 7 |
| Graylog | 71% | 12 |
| Catchpoint | 44% | 20 |
| Lumigo | N/A | N/A |
| IT-Conductor | N/A | N/A |
| Rigor | 68% | 9 |
| Netreo | 72% | N/A |
| Instrumental | 82% | N/A |
| Splunk Cloud | N/A | N/A |
| Red Hat OpenShift Container Platform | 56% | 9 |
| SolarWinds Web Performance Monitor | 87% | 7 |
| Google Cloud Console | N/A | N/A |
| Azure Monitor | N/A | N/A |
| Micro Focus SiteScope | 73% | 15 |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.

Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

User Adoption and Return on Investment (ROI)

| | User Adoption | Payback Period |
|-------------------------------|-----------------------|--|
| | Average User Adoption | Estimated ROI (payback period in months) |
| ServiceNow Now Platform | N/A | N/A |
| Google Cloud Monitoring | N/A | N/A |
| dotTrace | N/A | N/A |
| Zabbix | 72% | 14 |
| Splunk SignalFX | 76% | 8 |
| ExtraHop | N/A | N/A |
| Nagios XI | N/A | N/A |
| dotMemory | N/A | N/A |
| Netdata | 13% | 54 |
| SolarWinds Standard Toolset | N/A | N/A |
| Pepperdata | N/A | N/A |
| Anodot | 34% | 26 |
| Retrace | 58% | 10 |
| Icinga Monitoring | 76% | 9 |
| Micro Focus Operations Bridge | 21% | N/A |
| Scalyr | 87% | N/A |
| SolarWinds Appoptics | N/A | N/A |
| Average | 62% | 15 |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.

Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

| | Seller Name | Year Founded | Revenue (\$MM) | Employees on LinkedIn (Seller) | LinkedIn Followers | Twitter Followers (Seller) | Glassdoor Rating | Alexa Web Traffic Rank |
|--|------------------|--------------|----------------|--------------------------------|--------------------|----------------------------|------------------|------------------------|
| Dynatrace | Dynatrace | 2005 | N/A | 2,659 | 63,692 | 17,297 | 4.5 | 22,343 |
| AppDynamics | AppDynamics | 2008 | N/A | 2,020 | 74,101 | 22,803 | 4.2 | 25,508 |
| LogicMonitor | LogicMonitor | 2007 | N/A | 721 | 12,264 | 4,570 | 4.4 | 53,637 |
| SolarWinds Server & Application Monitor | SolarWinds | 1999 | N/A | 2,435 | 66,888 | 20,360 | 4.1 | 9,137 |
| Splunk Enterprise | Splunk | 2003 | \$2,359 | 7,073 | 322,989 | 69,238 | 4.2 | 12,897 |
| New Relic One | New Relic | 2008 | \$263 | 2,304 | 65,707 | 70,513 | 4.3 | N/A |
| Sumo Logic | Sumo Logic | 2010 | N/A | 821 | 24,442 | 6,225 | 3.6 | 33,258 |
| Microsoft System Center | Microsoft | 1975 | \$125,843 | 193,766 | 13,551,657 | 9,309,677 | 4.4 | 21 |
| Datadog | Datadog | 2010 | N/A | 2,312 | 67,271 | 31,583 | 4.2 | 4,600 |
| Instana | Instana | 2015 | N/A | 169 | 4,255 | 3,858 | 4.8 | 196,734 |
| Veeam ONE | Veeam | | N/A | 1 | 20 | 51,808 | 3.9 | 12,149 |
| Instabug | Instabug | 2012 | N/A | 98 | 28,546 | 2,832 | 4.2 | 61,943 |
| Logz.io | Logz.io | 2014 | N/A | 228 | 8,468 | 1,685 | 4.1 | 39,662 |
| Pulse Secure Virtual Traffic Manager | Pulse Secure LLC | 2014 | N/A | 600 | 16,301 | 6,940 | 4.2 | 93,905 |
| PRTG | Paessler AG | 1997 | N/A | 226 | 9,743 | 4,776 | 4.5 | 24,468 |
| LogRocket | LogRocket, Inc. | 2016 | N/A | 151 | 2,252 | 2,223 | 4.8 | 11,768 |
| FusionReactor APM | Integral GmbH | 1998 | N/A | 26 | 193 | 8,007 | 4.8 | 5,252,581 |
| Scout APM | Scout APM | 2008 | N/A | 29 | 1,044 | 1,175 | N/A | 107,151 |
| Atatus | Atatus | 2014 | N/A | 9 | 47 | 49 | N/A | 116,165 |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.

Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

| | Seller Name | Year Founded | Revenue (\$MM) | Employees on LinkedIn (Seller) | LinkedIn Followers | Twitter Followers (Seller) | Glassdoor Rating | Alexa Web Traffic Rank |
|--------------------------------------|-------------------|--------------|----------------|--------------------------------|--------------------|----------------------------|------------------|------------------------|
| Epsagon | Epsagon | 2018 | N/A | 61 | 5,014 | 3,541 | 5.0 | 242,285 |
| Serverless360 | Kovai Limited | 2009 | N/A | 151 | 7,335 | 2,117 | 4.7 | 125,289 |
| Glassbox | Avnio | 2010 | N/A | 186 | 3,626 | 543 | 4.8 | 304,269 |
| Rollbar | Rollbar | 2012 | N/A | 88 | 1,774 | 4,321 | 5.0 | N/A |
| Raygun | Raygun | 2007 | N/A | 46 | 3,258 | 2,860 | 4.4 | 74,319 |
| Germain APM | germain APM | 2006 | N/A | 24 | 882 | 208 | N/A | 1,581,736 |
| Lightstep | LightStep | 2015 | N/A | 104 | 3,018 | 2,560 | N/A | 370,855 |
| Uptime.com | Uptime.com | 2013 | N/A | 17 | 207 | 1,233 | N/A | 87,622 |
| Graylog | Graylog | 2009 | N/A | 55 | 2,574 | 8,909 | N/A | 117,385 |
| Catchpoint | Catchpoint | 2008 | N/A | 276 | 9,500 | 4,805 | 4.3 | 76,155 |
| Lumigo | Lumigo | 2018 | N/A | 29 | 1,328 | 1,460 | N/A | 414,349 |
| IT-Conductor | IT-Conductor | 2014 | N/A | 9 | 204 | 41 | N/A | 2,130,075 |
| Rigor | Rigor | | N/A | 15 | 2,936 | 5,035 | 4.9 | 77,080 |
| Netreo | Netreo | 2000 | N/A | 39 | 1,832 | 8,903 | 4.2 | 1,149,580 |
| Instrumental | Expected Behavior | 2006 | N/A | 9 | 90 | 365 | N/A | 2,677,101 |
| Splunk Cloud | Splunk | 2003 | \$2,359 | 7,073 | 322,989 | 69,238 | 4.2 | 12,897 |
| Red Hat OpenShift Container Platform | Red Hat | 1993 | N/A | 16,429 | 865,941 | 213,630 | 4.3 | 3,147 |
| SolarWinds Web Performance Monitor | SolarWinds | 1999 | N/A | 2,435 | 66,888 | 20,360 | 4.1 | 9,137 |
| Google Cloud Console | Google | 1998 | \$161,857 | 226,485 | 20,519,732 | 22,815,557 | 4.5 | 1 |

(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.

Additional Data for Application Performance Monitoring (APM)(continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

| | Seller Name | Year Founded | Revenue (\$MM) | Employees on LinkedIn (Seller) | LinkedIn Followers | Twitter Followers (Seller) | Glassdoor Rating | Alexa Web Traffic Rank |
|-------------------------------|-------------------|--------------|----------------|--------------------------------|--------------------|----------------------------|------------------|------------------------|
| Azure Monitor | Microsoft | 1975 | \$125,843 | 193,766 | 13,551,657 | 9,309,677 | 4.4 | 21 |
| Micro Focus SiteScope | Micro Focus | 1976 | \$4,754 | 9,606 | 92,750 | 40,025 | 3.4 | 18,520 |
| ServiceNow Now Platform | ServiceNow | 2004 | \$3,460 | 14,231 | 382,402 | 36,272 | 4.1 | 9,406 |
| Google Cloud Monitoring | Google | 1998 | \$161,857 | 226,485 | 20,519,732 | 22,815,557 | 4.5 | 1 |
| dotTrace | JetBrains | 2000 | N/A | 1,071 | 183,450 | 146,469 | 4.8 | 1,865 |
| Zabbix | Zabbix LLC | 2005 | N/A | 75 | 22,512 | 8,487 | N/A | 36,238 |
| Splunk SignalFX | Splunk | 2003 | \$2,359 | 7,073 | 322,989 | 69,238 | 4.2 | 12,897 |
| ExtraHop | ExtraHop Networks | 2007 | N/A | 502 | 17,699 | 9,853 | 4.0 | 153,564 |
| Nagios XI | Nagios | 2007 | N/A | 43 | 5,044 | 5,941 | 3.6 | 148,325 |
| dotMemory | JetBrains | 2000 | N/A | 1,071 | 183,450 | 146,469 | 4.8 | 1,865 |
| Netdata | Netdata | 2018 | N/A | 46 | 1,585 | 3,575 | N/A | 87,117 |
| SolarWinds Standard Toolset | SolarWinds | 1999 | N/A | 2,435 | 66,888 | 20,360 | 4.1 | 9,137 |
| Pepperdata | Pepperdata | 2012 | N/A | 53 | 2,011 | 730 | 4.3 | 1,275,943 |
| Anodot | Anodot | 2014 | N/A | 90 | 7,926 | 1,123 | 4.1 | 231,201 |
| Retrace | Stackify | 2012 | N/A | 28 | 2,176 | 18,395 | 3.9 | 10,316 |
| Icinga Monitoring | Icinga | 2018 | N/A | 4 | 478 | 5,812 | N/A | 253,417 |
| Micro Focus Operations Bridge | Micro Focus | 1976 | \$4,754 | 9,606 | 92,750 | 40,025 | 3.4 | 18,520 |
| Scalyr | Scalyr | 2011 | N/A | 50 | 3,960 | 4,407 | 5.0 | 110,074 |
| SolarWinds Appoptics | SolarWinds | 1999 | N/A | 2,435 | 66,888 | 20,360 | 4.1 | 9,137 |

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.