

Grid[®] Report for Cloud Infrastructure Monitoring

Fall 2020



Cloud Infrastructure Monitoring Software

Contenders									Leaders
Niche									High Performers

Market Presence

G2 Grid[®] Scoring

Satisfaction

(Cloud Infrastructure Monitoring Software continues on next page)

Cloud Infrastructure Monitoring Software (continued)

Cloud Infrastructure Monitoring Software Definition

Cloud infrastructure monitoring software allows companies to visualize and track the performance of their cloud applications or services. These tools aggregate data in real time to display information related to a company's cloud-based resources. These tools can track application performance, network availability, and resource allocation, among other cloud-related factors. They are typically used by IT departments to ensure services are functioning optimally and securely while also ensuring no money is being spent unnecessarily.

Cloud infrastructure monitoring tools may have overlapping features with either [cloud workload protection platforms](#) or [cloud cost management software](#). Those tools, however, perform more individualized and specific management capabilities and may not provide adequate or necessary monitoring capabilities.

To qualify for inclusion in the Cloud Infrastructure Monitoring category, a product must:

- ▶ Monitor the performance of cloud-based applications or services
- ▶ Visually map or display resources and cloud infrastructure
- ▶ Identify abnormal activity or performance
- ▶ Provide best practices to ensure optimal performance

Cloud Infrastructure Monitoring Grid® Scoring Description

Products shown on the Grid® for Cloud Infrastructure Monitoring have received a minimum of 10 reviews/ratings in data gathered by September 02, 2020. 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](#), [Veeam ONE](#), [Datadog](#), [LogicMonitor](#), [Sumo Logic](#), [InsightVM \(Nexpose\)](#), [SolarWinds Virtualization Manager](#), and [Google Stackdriver](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [Logz.io](#), [Instana](#), [LogDNA](#), [Google Stackdriver Monitoring](#), [Catchpoint](#), and [PRTG Network Monitor](#)
- ▶ 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: [Azure Monitor](#), [SteelCentral](#), [vRealize Operations](#), [MongoDB Cloud Manager](#), [Splunk Insights for Infrastructure](#), 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: [ThousandEyes](#), [Zabbix](#), [Checkmk](#), [Zenoss](#), and [SolarWinds Appoptics](#)

Grid® Scores for Cloud Infrastructure Monitoring

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	309	95	95	95
Veeam ONE	99	95	84	89
Datadog	106	80	94	87
LogicMonitor	120	94	72	83
Sumo Logic	132	87	79	83
InsightVM (Nexpose)	24	75	62	69
SolarWinds Virtualization Manager	53	65	56	61
Google Stackdriver	24	56	52	54

High Performers

Logz.io	36	79	42	61
Instana	42	77	41	59
LogDNA	27	74	30	52
Google Stackdriver Monitoring	24	52	50	51
Catchpoint	21	64	38	51
PRTG	40	56	46	51

Contenders

Azure Monitor	14	47	60	54
SteelCentral	11	43	56	49
vRealize Operations	11	34	60	47
MongoDB Cloud Manager	12	32	54	43

(Grid® Scores for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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
Splunk Insights for Infrastructure	11	18	56	37
Splunk SignalFX	15	9	53	31

Niche

ThousandEyes	10	30	38	34
Zabbix	30	25	41	33
Checkmk	10	46	6	26
Zenoss	15	15	33	24
SolarWinds Appoptics	11	22	24	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 Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring | Fall 2020 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through September 02, 2020. To view the Cloud Infrastructure Monitoring Grid® with the most recent data, please visit the [Cloud Infrastructure Monitoring](#) 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 vendors and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than vendor metrics

Criteria	Measured For		Metrics
	Product	Vendor	
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
Vendor 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 September 02, 2020. 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 [Cloud Infrastructure Monitoring category](#).

Product Profiles

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



dynatrace

Dynatrace

4.5 ★★★★★ (944)



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 among products in Cloud Infrastructure Monitoring . 98% 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 Dynatrace at a rate of 90%. Dynatrace is also in the Log Monitoring, Enterprise Monitoring, Application Performance Monitoring (APM), Log Analysis, Container Monitoring, Session Replay, ServiceNow Store Apps, Digital Experience Monitoring (DEM), and AIOps Platforms categories.

Satisfaction Ratings

Quality of Support



Ease of Use



Meets Requirements



Ease of Admin



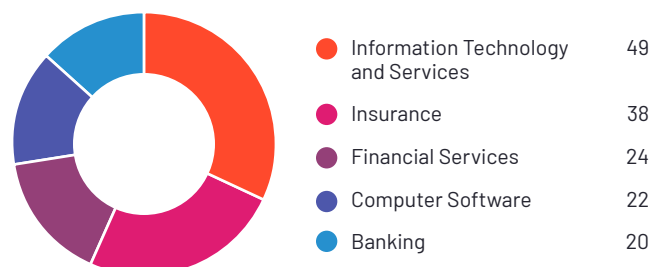
Ease of Doing Business With



Ease of Setup



Top Industries Represented



Highest-Rated Features

Usage Monitoring



Real-Time Monitoring - Cloud Infrastructure Monitoring



API Monitoring



Lowest-Rated Features

Reporting



Database Monitoring



Spend Forecasting and Optimization



Ownership
Dynatrace



HQ Location
Waltham, MA



Year Founded
2005



Employees (Listed On LinkedIn™)
2357



Company Website
www.dynatrace.com



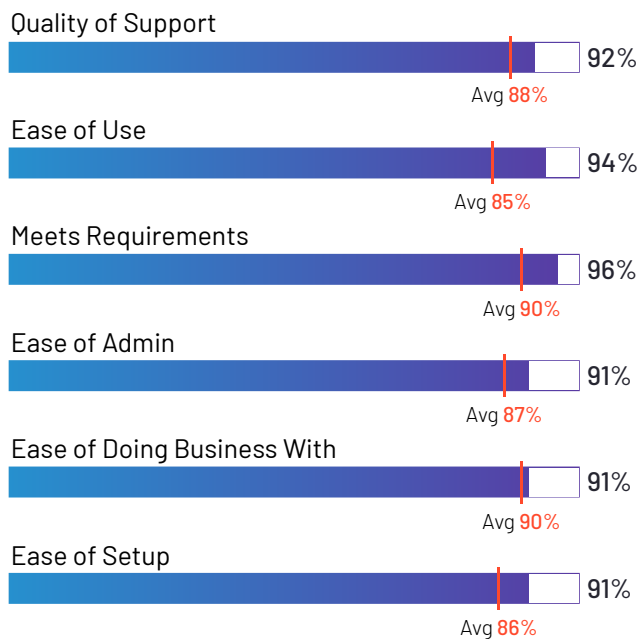
Veeam ONE

4.6 ★★★★★ (142)



Veeam ONE has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Veeam ONE received the highest Satisfaction score among products in Cloud Infrastructure Monitoring . 100% of users rated it 4 or 5 stars, 96% 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 94%. Veeam ONE is also in the Server Monitoring and Application Performance Monitoring (APM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Veeam



HQ Location
Columbus, OH



Year Founded
2006



Employees (Listed On LinkedIn™)
3944



Company Website
www.veeam.com



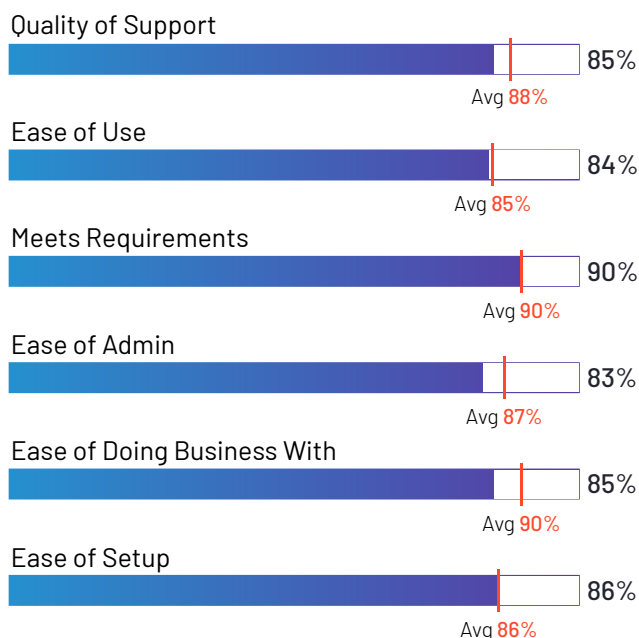
Datadog

4.2 ★★★★★ (210)



Datadog 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, 92% 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 Monitoring, Application Performance Monitoring (APM), API Marketplace, Log Analysis, Container Monitoring, Database Monitoring, and Enterprise Monitoring categories.

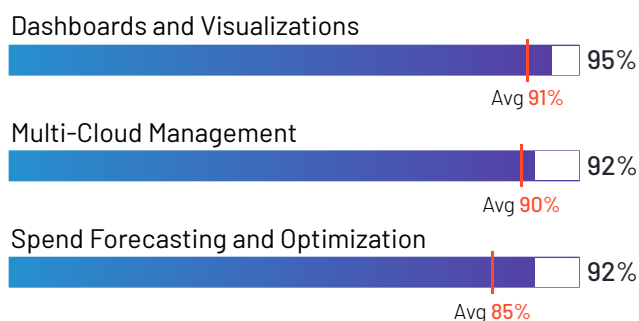
Satisfaction Ratings



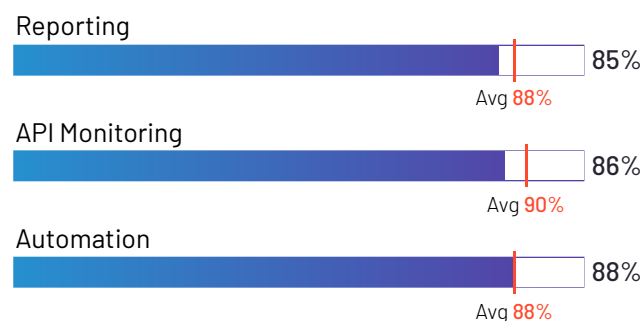
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Datadog



HQ Location
New York, NY



Year Founded
2010



Employees (Listed On LinkedIn™)
1992



Company Website
www.datadoghq.com



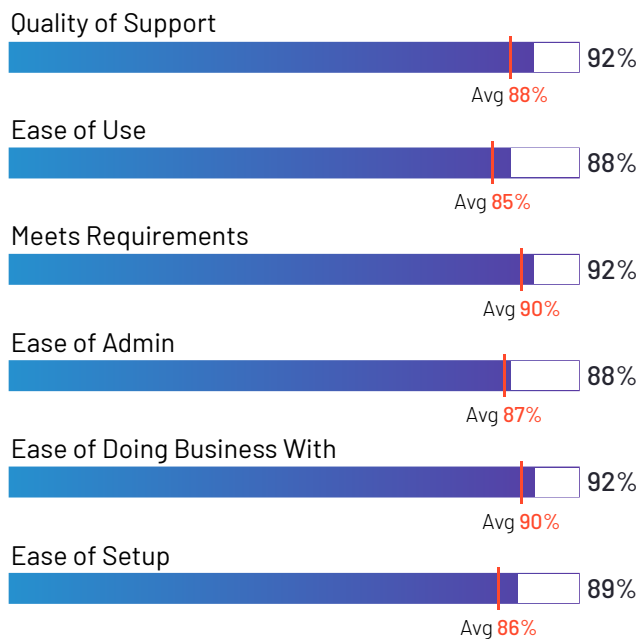
LogicMonitor

4.5 ★★★★★ (243)



LogicMonitor 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, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend LogicMonitor at a rate of 90%. LogicMonitor is also in the Enterprise Monitoring, Network Monitoring, Application Performance Monitoring (APM), Container Monitoring, ServiceNow Store Apps, Website Monitoring, and AIOps Platforms categories.

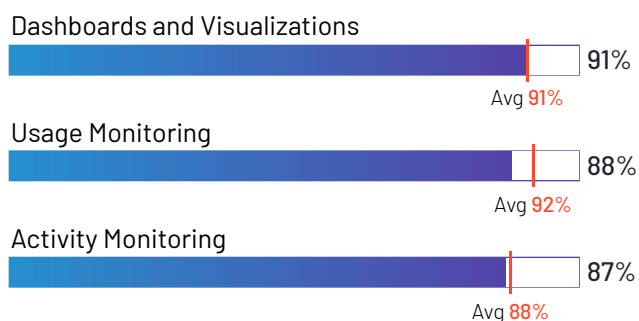
Satisfaction Ratings



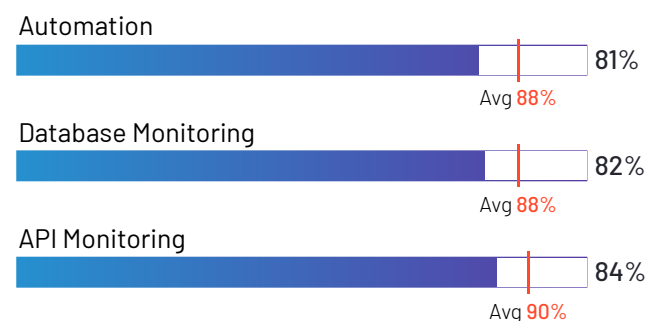
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
LogicMonitor



HQ Location
Santa Barbara, CA



Year Founded
2007



Employees (Listed On LinkedIn™)
623



Company Website
www.logicmonitor.com



sumo logic

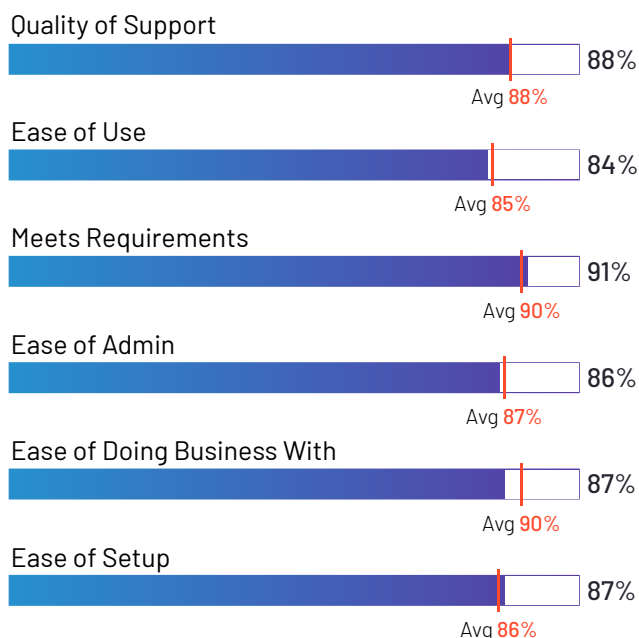
Sumo Logic

4.3 ★★★★★ (235)

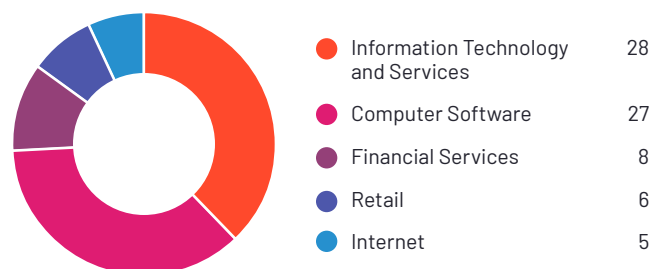


Sumo Logic has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Sumo Logic at a rate of 87%. Sumo Logic is also in the Application Performance Monitoring (APM), Big Data Analytics, Security Information and Event Management (SIEM), Incident Response, Log Analysis, Container Monitoring, Log Monitoring, and Cloud Security Monitoring and Analytics categories.

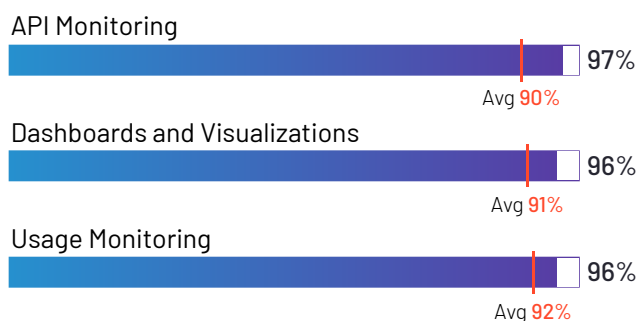
Satisfaction Ratings



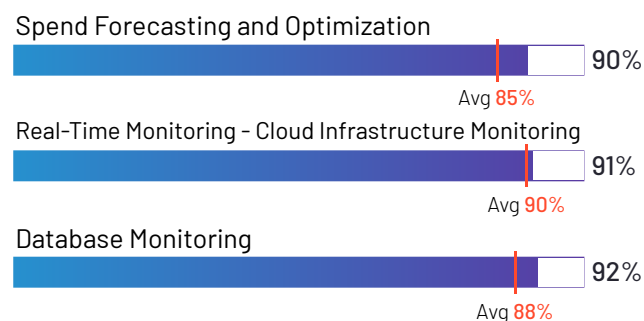
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Sumo Logic



HQ Location
Redwood City, CA



Year Founded
2010



Employees (Listed On LinkedIn™)
783



Company Website
www.sumologic.com

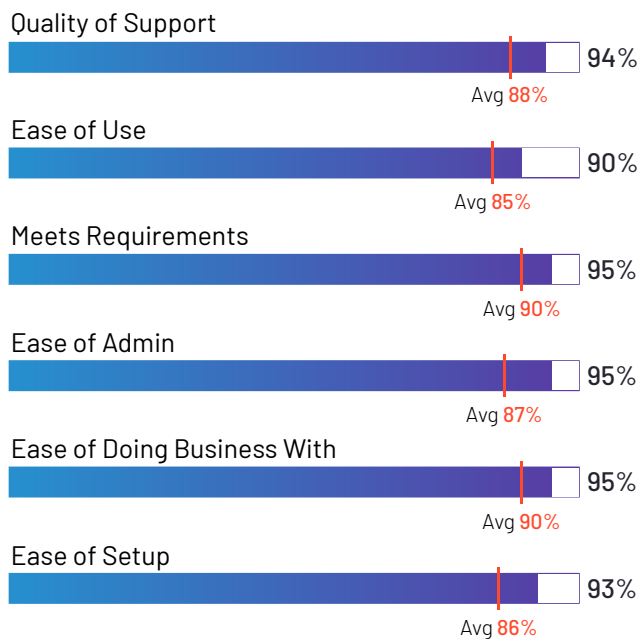
insightVM

4.4 ★★★★★ (31)

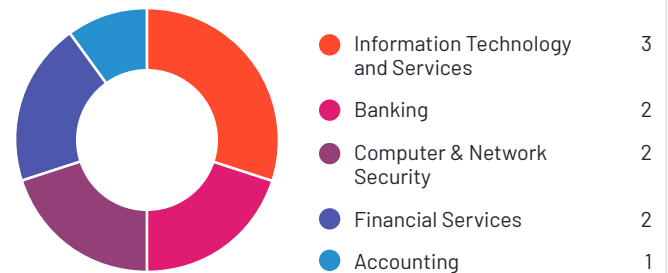


InsightVM (Nexpose) has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend InsightVM (Nexpose) at a rate of 88%. InsightVM (Nexpose) is also in the Risk-Based Vulnerability Management, Vulnerability Scanner, ServiceNow Store Apps, Cloud Workload Protection Platforms, and Cloud Security Monitoring and Analytics categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Rapid7



HQ Location
Boston, MA



Year Founded
2000



Total Revenue
\$327 (USD MM)



Employees (Listed On LinkedIn™)
1877



Company Website
www.rapid7.com



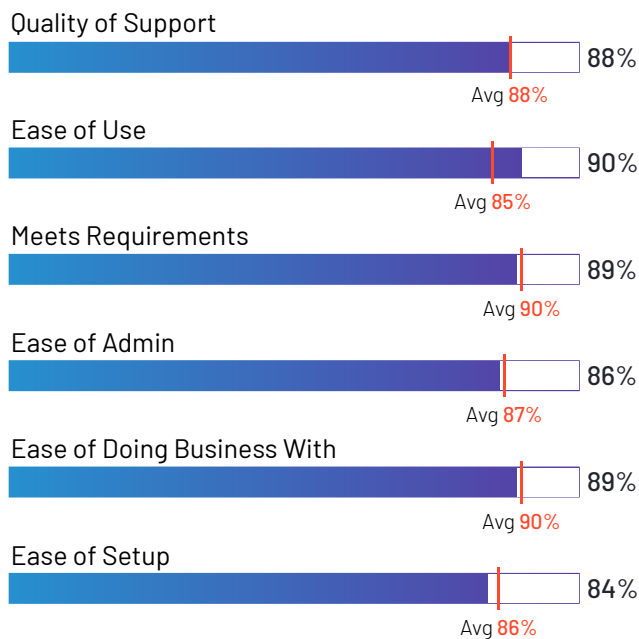
SolarWinds Virtualization Manager

4.3 ★★★★★ (53)

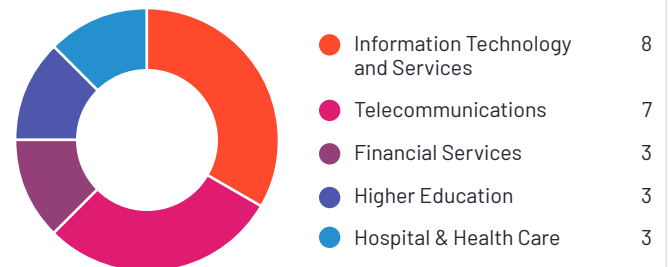


SolarWinds Virtualization Manager has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Virtualization Manager at a rate of 87%.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2468



Company Website
www.solarwinds.com



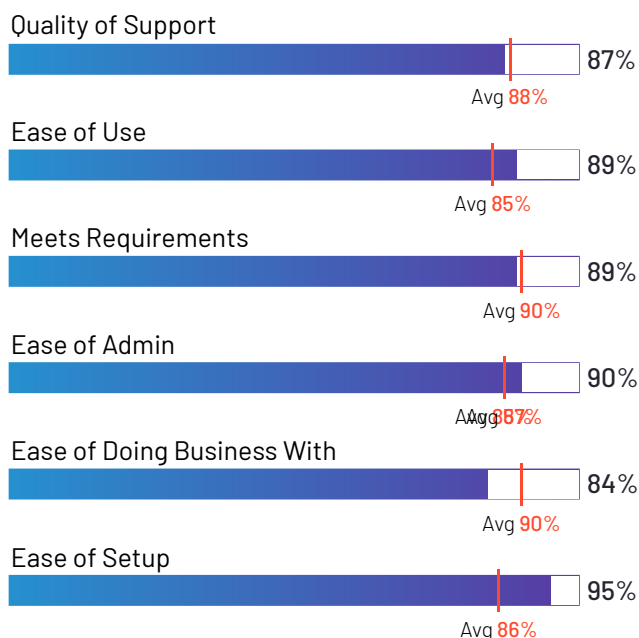
Google Stackdriver

4.2 ★★★★★ (28)



Google Stackdriver has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 83% 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 Stackdriver at a rate of 84%.

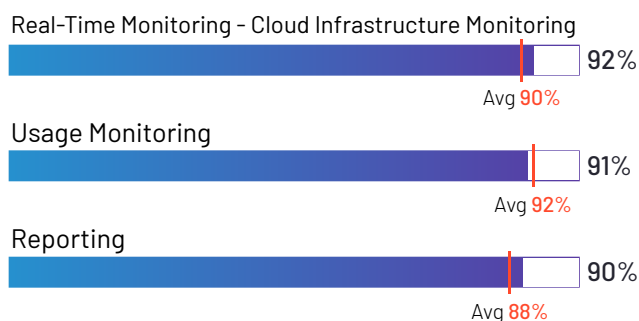
Satisfaction Ratings



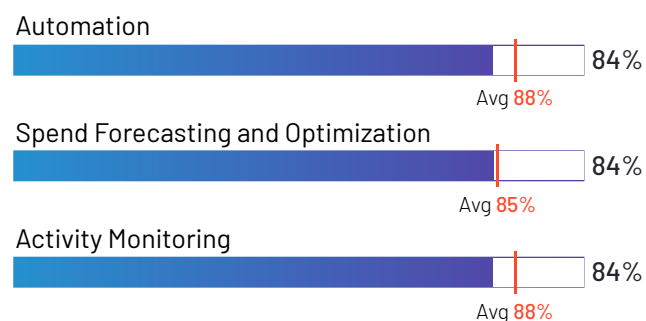
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Google



HQ Location
Mountain View, CA



Year Founded
1998



Total Revenue
\$161,857 (USD MM)



Employees (Listed On LinkedIn™)
212996



Company Website
www.google.com



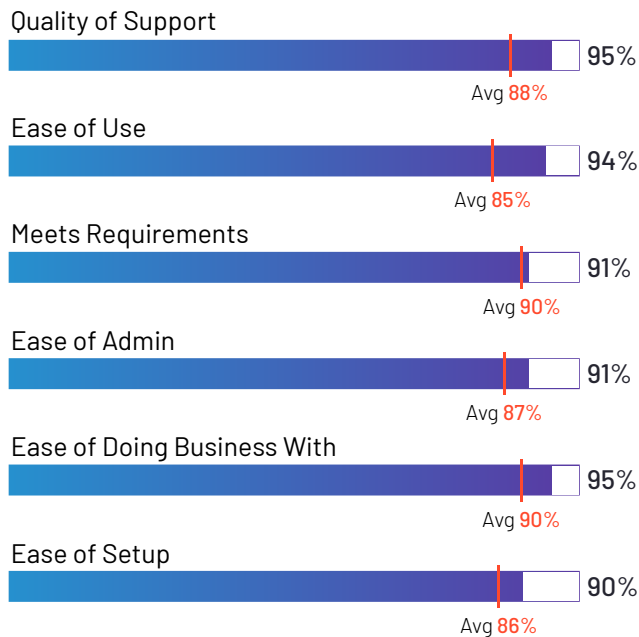
Logz.io

4.6 ★★★★★ (92)



Logz.io 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, 94% 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 93%. Logz.io is also in the Application Performance Monitoring (APM), 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™)
227



Company Website
logz.io



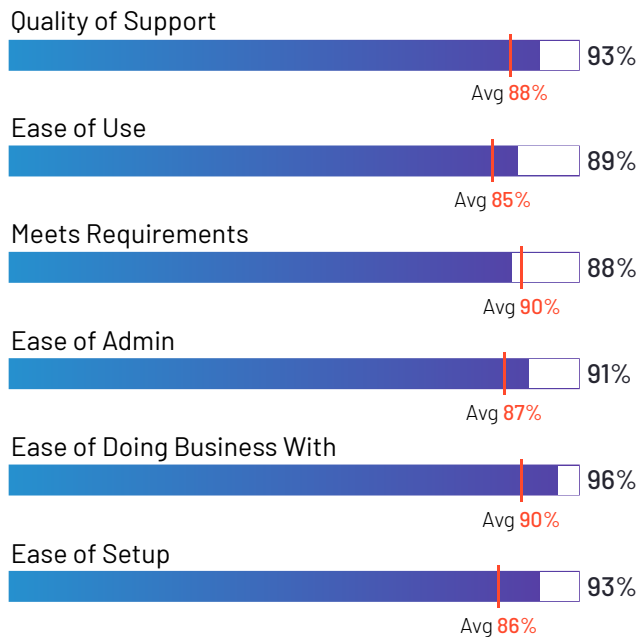
Instana

4.5 ★★★★★ (60)



Instana 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. 98% 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 Instana at a rate of 90%. Instana is also in the Container Monitoring, Log Analysis, AIOps Platforms, and Application Performance Monitoring (APM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Instana



HQ Location
Chicago, IL



Year Founded
2015



Employees (Listed On LinkedIn™)
161



Company Website
www.instana.com



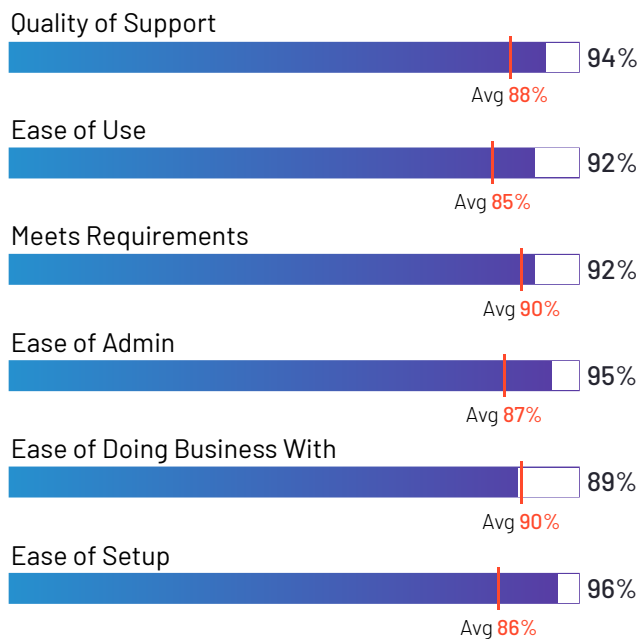
LogDNA

4.4 ★★★★★ (96)

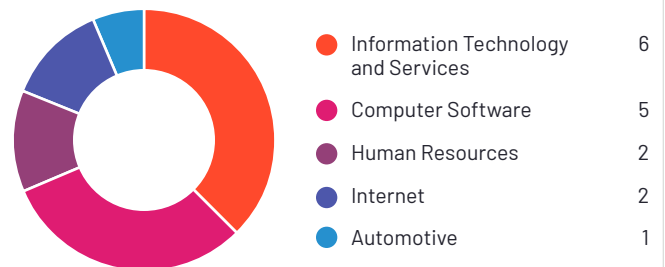


LogDNA has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend LogDNA at a rate of 93%. LogDNA is also in the Enterprise Monitoring, Log Monitoring, and Log Analysis categories.

Satisfaction Ratings



Top Industries Represented



Ownership
LogDNA



HQ Location
Mountain View, CA



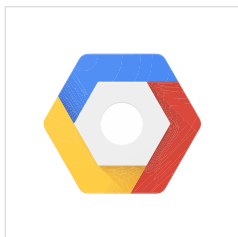
Year Founded
2013



Employees (Listed On LinkedIn™)
105



Company Website
logdna.com



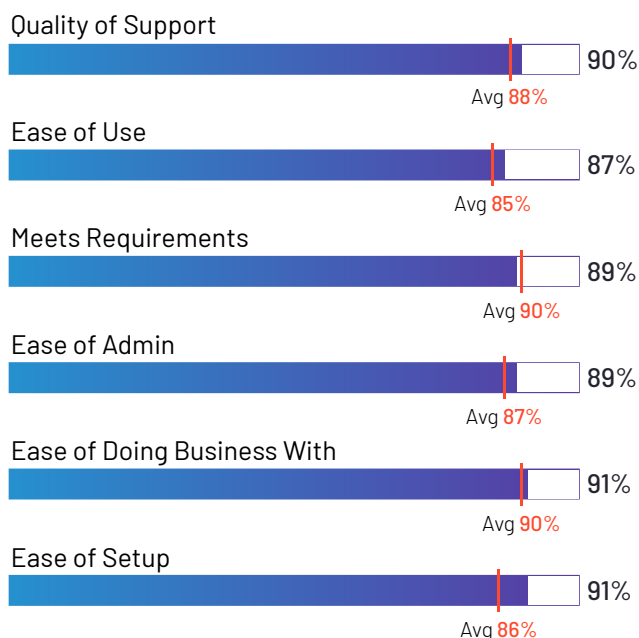
Google Stackdriver Monitoring

4.0 ★★★★★ (32)

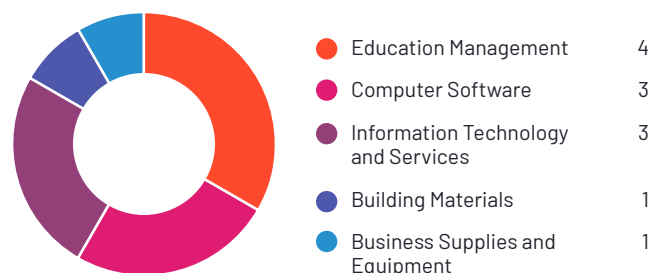


Google Stackdriver Monitoring has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 75% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Google Stackdriver Monitoring at a rate of 79%. Google Stackdriver Monitoring is also in the Application Performance Monitoring (APM) category.

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™)
212996



Company Website
www.google.com



catchpoint™

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, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Catchpoint at a rate of 91%. Catchpoint is also in the Network Monitoring, Application Performance Monitoring (APM), and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings

Quality of Support



Ease of Use



Meets Requirements



Ease of Admin



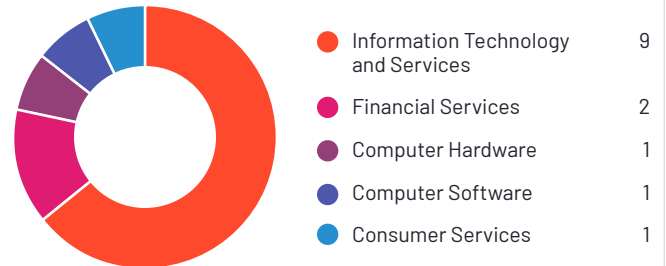
Ease of Doing Business With



Ease of Setup



Top Industries Represented



Ownership
Catchpoint



HQ Location
New York, NY



Year Founded
2008



Employees (Listed On LinkedIn™)
249



Company Website
www.catchpoint.com



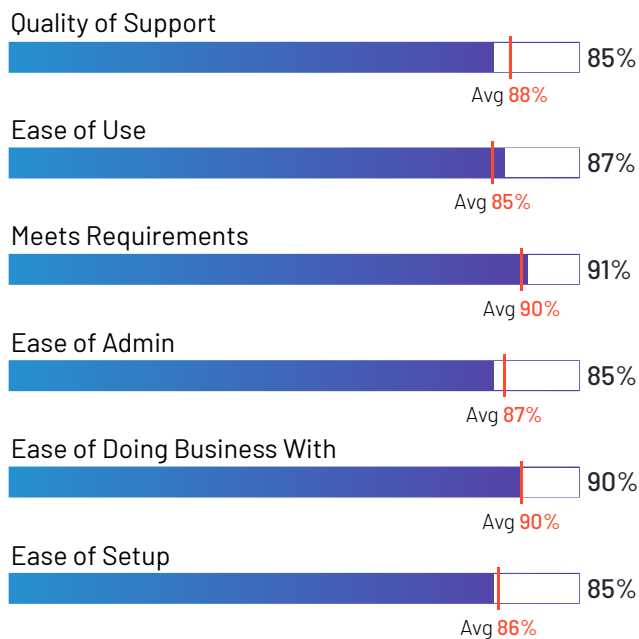
PRTG Network Monitor

4.6 ★★★★★ (52)

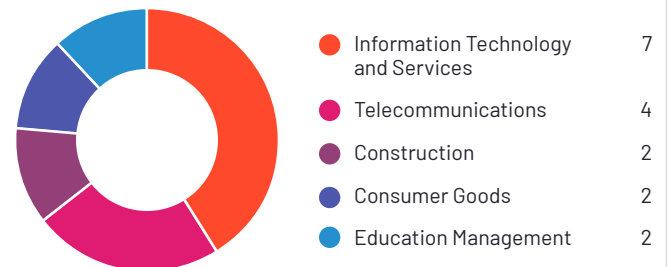


PRTG Network Monitor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend PRTG at a rate of 90%. PRTG is also in the Enterprise Monitoring, Network Monitoring, Application Performance Monitoring (APM), Database Monitoring, Hardware Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Paessler AG



HQ Location
Nuremberg,
Germany



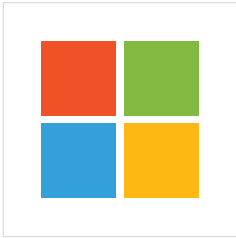
Year Founded
1997



Employees (Listed On LinkedIn™)
221



Company Website
www.paessler.com

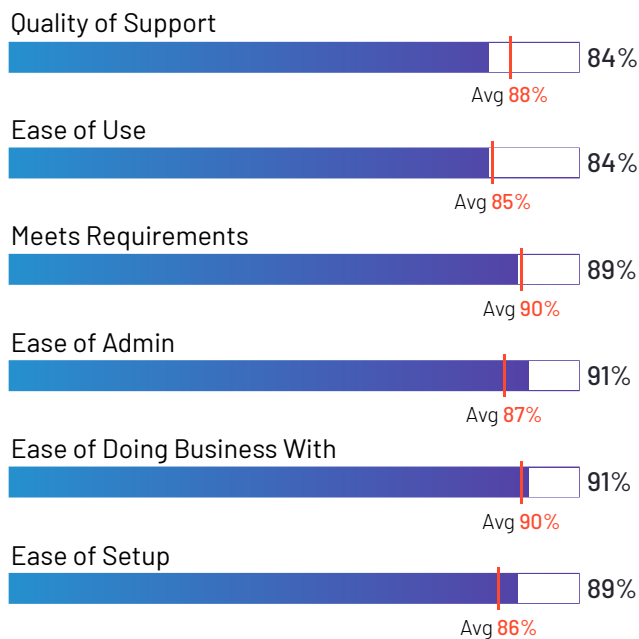


Azure Monitor

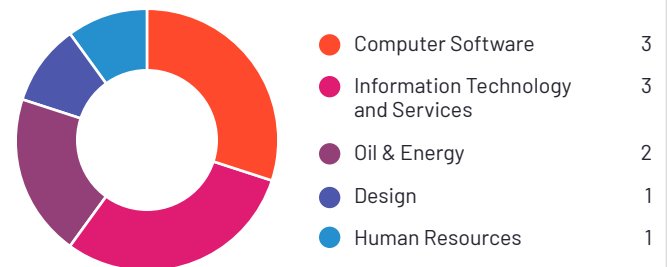
4.4 ★★★★★ (21)

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. 93% 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 88%.

Satisfaction Ratings



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
190199



Company Website
news.microsoft.com

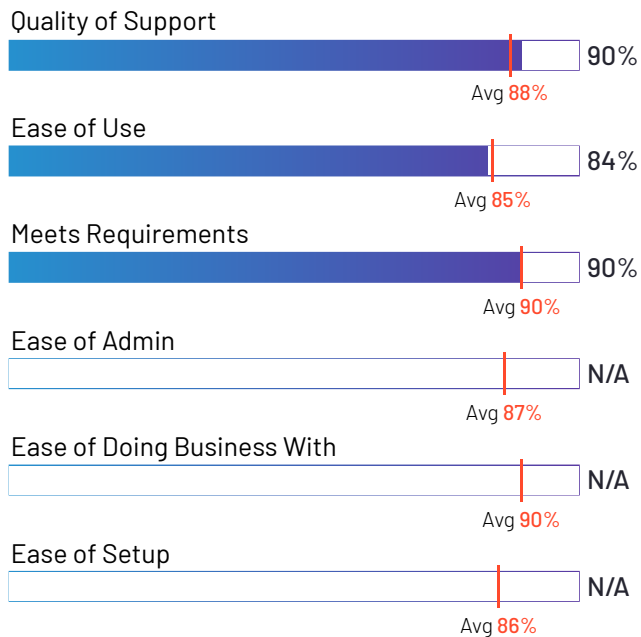


SteelCentral

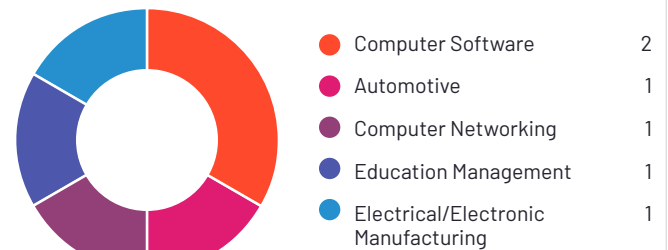
4.4 ★★★★★ (11)

SteelCentral 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, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend SteelCentral at a rate of 87%. SteelCentral is also in the Network Management, Network Monitoring, Enterprise IT Management Suites, and WAN Optimization categories.

Satisfaction Ratings



Top Industries Represented



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



Ownership
Riverbed
Technology



HQ Location
San Francisco, CA



Year Founded
2002



Employees (Listed On LinkedIn™)
1953



Company Website
www.riverbed.com

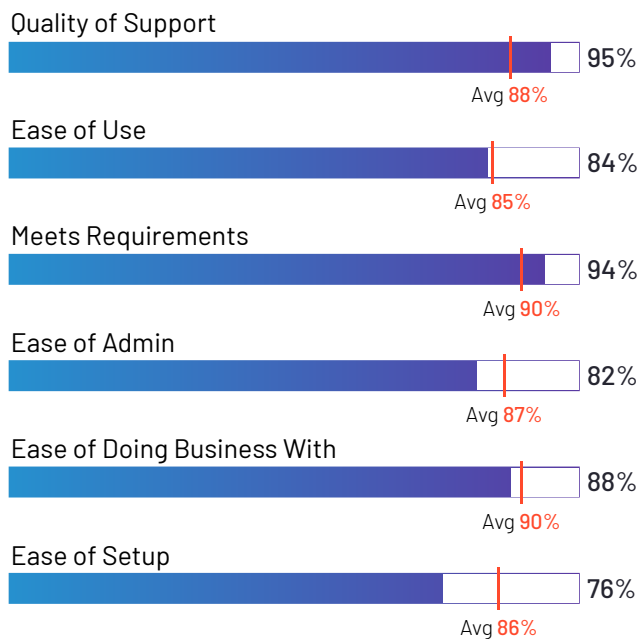


vRealize Operations

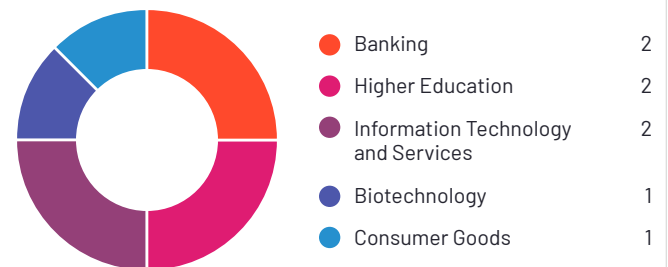
4.4 ★★★★★ (15)

vRealize Operations 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, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend vRealize Operations at a rate of 90%. vRealize Operations is also in the Server Monitoring and Enterprise IT Management Suites categories.

Satisfaction Ratings



Top Industries Represented



Ownership
VMware



HQ Location
Palo Alto, CA



Year Founded
1998



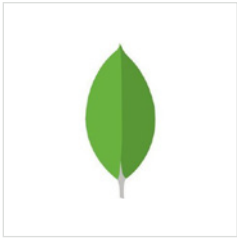
Total Revenue
\$7,093 (USD MM)



Employees (Listed On LinkedIn™)
30601



Company Website
www.vmware.com

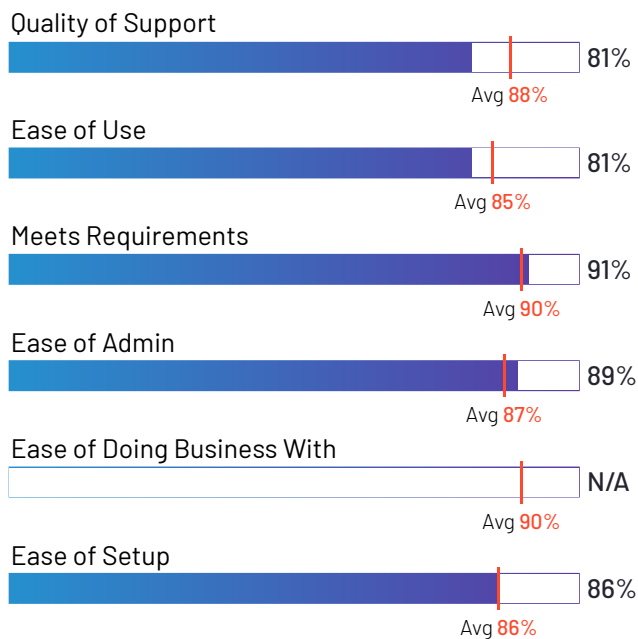


MongoDB Cloud Manager

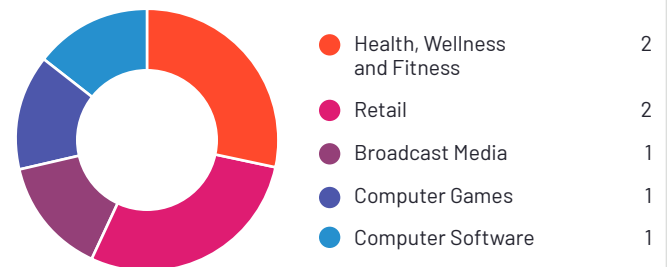
4.3 ★★★★★ (19)

MongoDB Cloud Manager 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. 83% 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 MongoDB Cloud Manager at a rate of 87%. MongoDB Cloud Manager is also in the Database Backup, Database Monitoring, and Database Management Systems (DBMS) categories.

Satisfaction Ratings



Top Industries Represented



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



Ownership
MongoDB



HQ Location
New York, NY



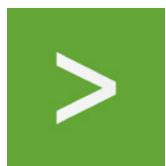
Year Founded
2007



Employees (Listed On LinkedIn™)
2309



Company Website
www.mongodb.com

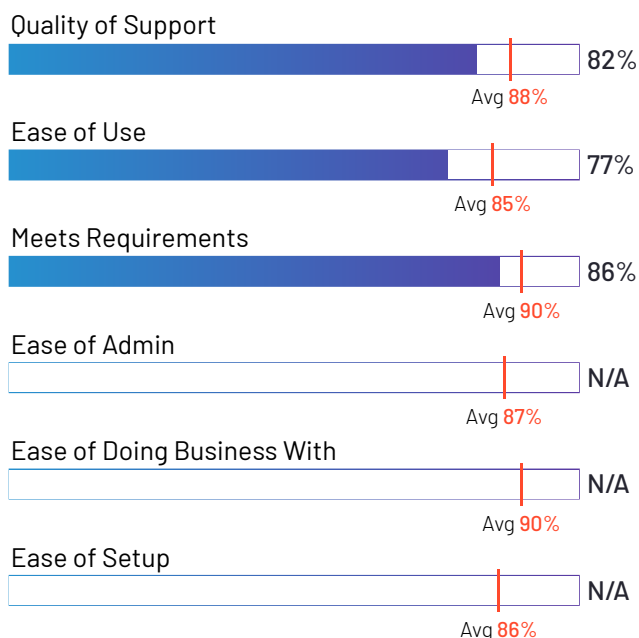


Splunk Insights for Infrastructure

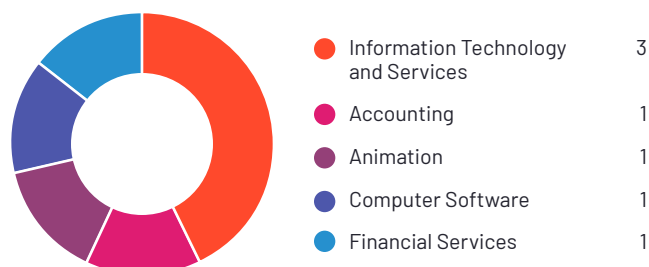
4.5 ★★★★★ (13)

Splunk Insights for Infrastructure 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, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk Insights for Infrastructure at a rate of 89%.

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™)
6498



Company Website
www.splunk.com

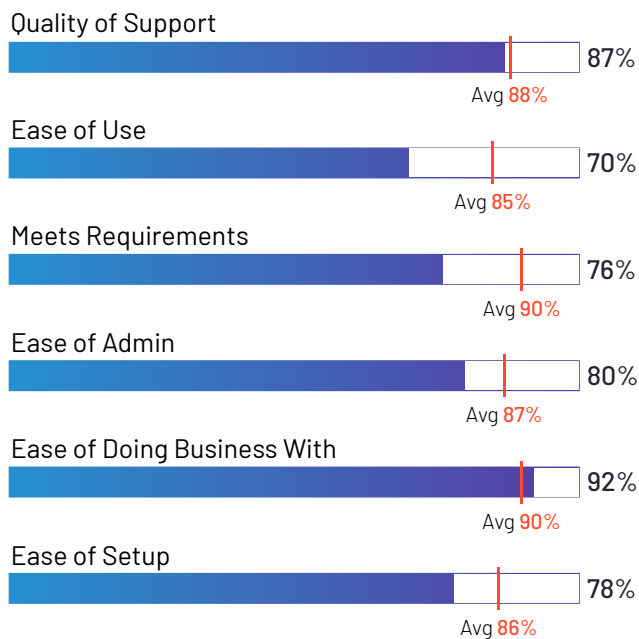


Splunk SignalFX

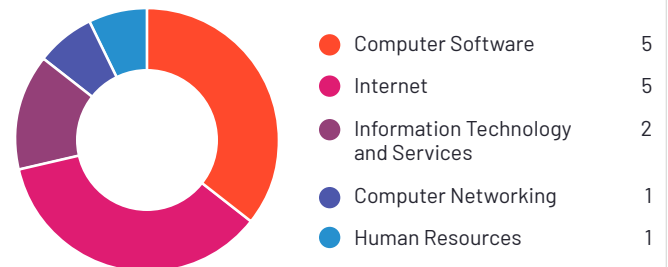
4.1 ★★★★★ (21)

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. 87% 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 Splunk SignalFX at a rate of 80%. Splunk SignalFX is also in the Enterprise Monitoring, Network Monitoring, Application Performance Monitoring (APM), Log Analysis, Container 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™)
6498



Company Website
www.splunk.com

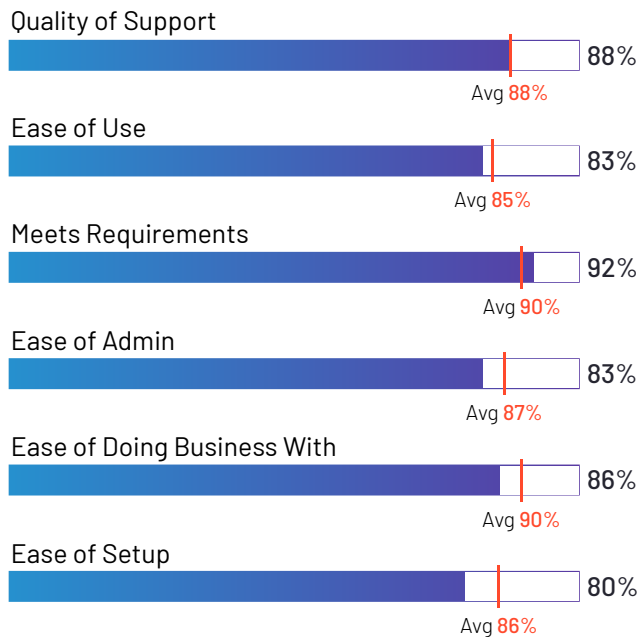


ThousandEyes

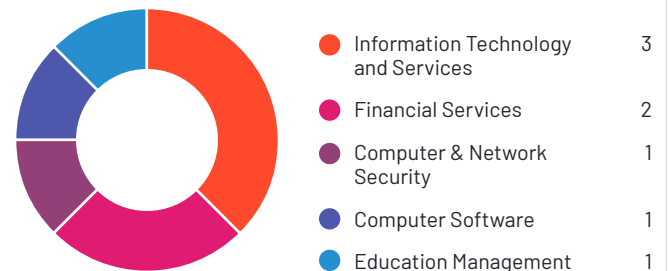
4.6 ★★★★★ (12)

ThousandEyes 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, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend ThousandEyes at a rate of 92%. ThousandEyes is also in the Network Management, Network Monitoring, Application Performance Monitoring (APM), and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
ThousandEyes



HQ Location
San Francisco, CA



Year Founded
2010



Employees (Listed On LinkedIn™)
395



Company Website
www.thousandeyes.com

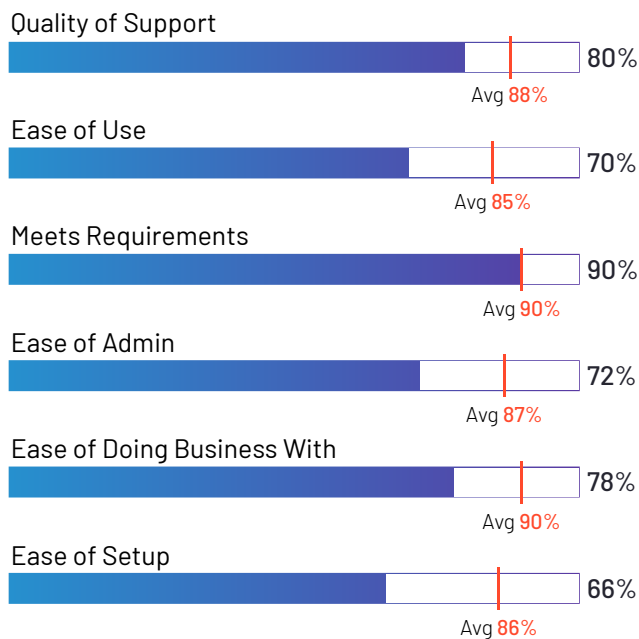
ZABBIX

Zabbix

4.2 ★★★★★ (115)

Zabbix 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, 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 87%. Zabbix is also in the Network Monitoring, Application Performance Monitoring (APM), Hardware Monitoring, Server Monitoring, and Enterprise Monitoring categories.

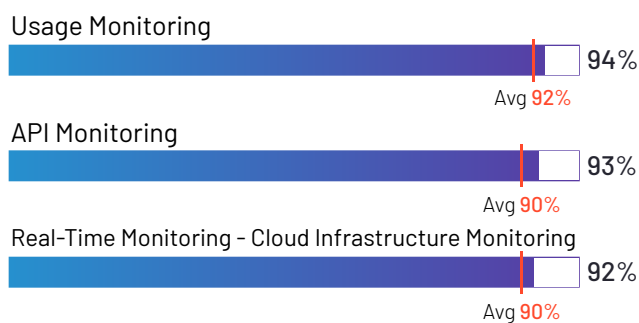
Satisfaction Ratings



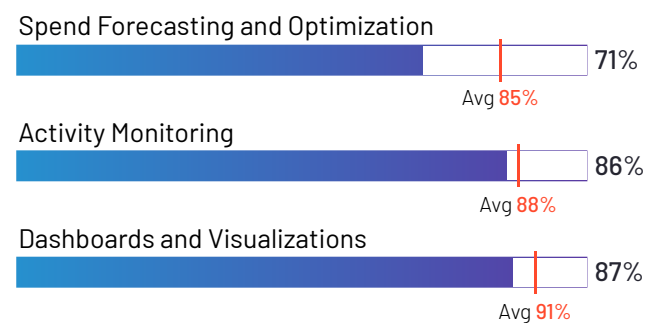
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Zabbix LLC



HQ Location
Riga, Latvia



Year Founded
2005



Employees (Listed On LinkedIn™)
70



Company Website
www.zabbix.com

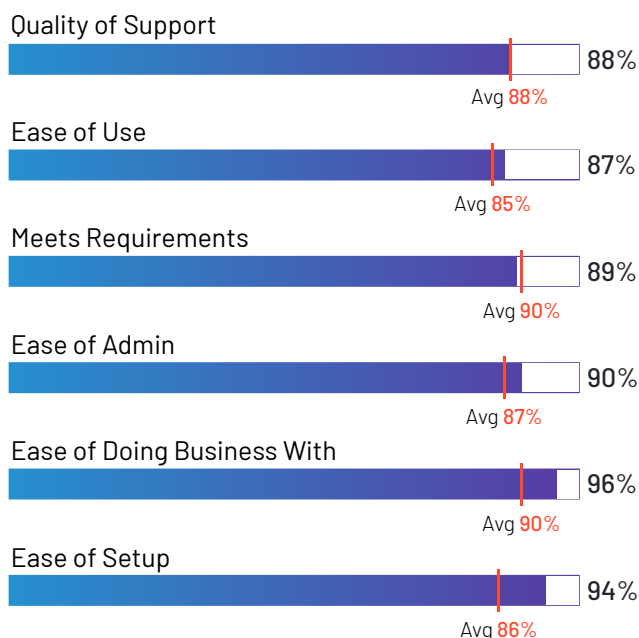


Checkmk

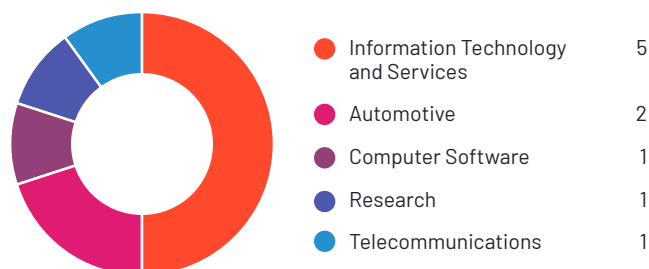
4.6 ★★★★★ (17)

Checkmk 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, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Checkmk at a rate of 92%. Checkmk is also in the Hardware Monitoring, Log Analysis, Log Monitoring, Server Monitoring, Network Monitoring, Application Performance Monitoring (APM), Container Monitoring, IT Alerting, and Database Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Mathias
Kettner GmbH



HQ Location
Munich, Alemania



Year Founded
2013



Employees (Listed On LinkedIn™)
38



Company Website
tribe29.com

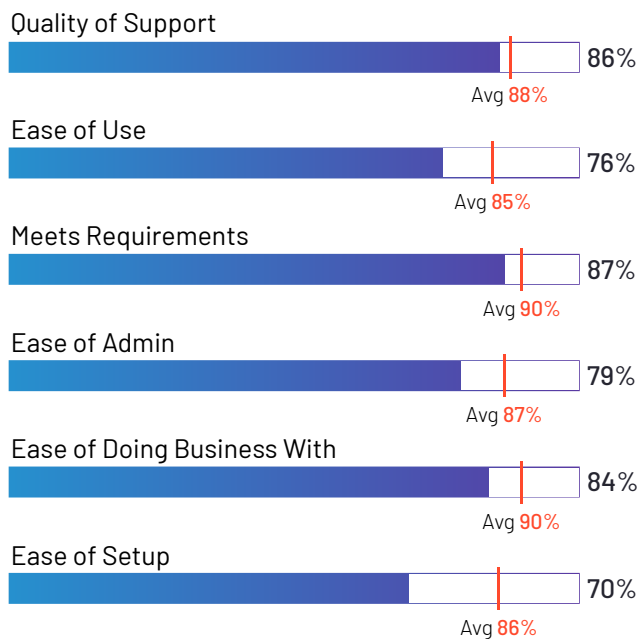


Zenoss

3.9 ★★★★★ (22)

Zenoss 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. 87% 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 Zenoss at a rate of 78%. Zenoss is also in the AIOps Platforms and Network Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Zenoss



HQ Location
Austin, TX



Year Founded
2005



Employees (Listed On LinkedIn™)
125



Company Website
www.zenoss.com

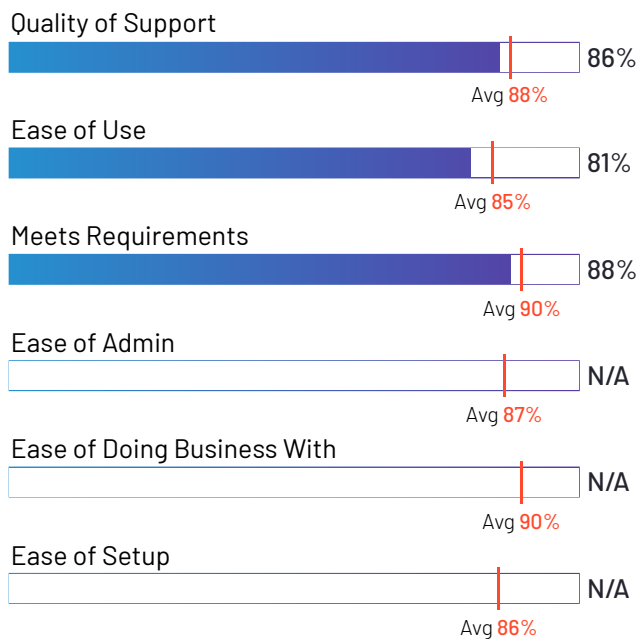


SolarWinds Appoptics

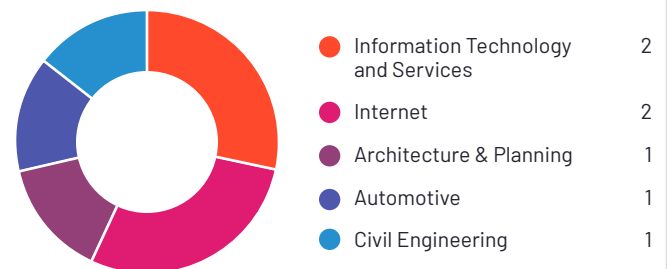
4.2 ★★★★★ (18)

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. 91% of users rated it 4 or 5 stars, 64% 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 84%. SolarWinds Appoptics is also in the IT Alerting, Application Performance Monitoring (APM), and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



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



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2468



Company Website
www.solarwinds.com

Satisfaction Ratings for Cloud Infrastructure Monitoring

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%	94%	90%	86%	89%	89%	90%	88%	64
Veeam ONE	94%	96%	96%	91%	91%	92%	91%	94%	78
Datadog	85%	92%	90%	83%	85%	85%	86%	84%	44
LogicMonitor	90%	93%	92%	88%	92%	92%	89%	88%	67
Sumo Logic	87%	93%	91%	86%	87%	88%	87%	84%	54
InsightVM (Nexpose)	88%	86%	95%	95%	95%	94%	93%	90%	51
SolarWinds Virtualization Manager	87%	88%	89%	86%	89%	88%	84%	90%	56
Google Stackdriver	84%	89%	89%	90%	84%	87%	95%	89%	37
Logz.io	93%	94%	91%	91%	95%	95%	90%	94%	78
Instana	90%	87%	88%	91%	96%	93%	93%	89%	75
LogDNA	93%	88%	92%	95%	89%	94%	96%	92%	60
Google Stackdriver Monitoring	79%	83%	89%	89%	91%	90%	91%	87%	25
Catchpoint	91%	90%	94%	89%	94%	95%	91%	88%	71
PRTG	90%	84%	91%	85%	90%	85%	85%	87%	74
Azure Monitor	88%	92%	89%	91%	91%	84%	89%	84%	64
SteelCentral	87%	100%	90%	N/A	N/A	90%	N/A	84%	45

(Satisfaction Ratings for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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)
vRealize Operations	90%	89%	94%	82%	88%	95%	76%	84%	57
MongoDB Cloud Manager	87%	82%	91%	89%	N/A	81%	86%	81%	49
Splunk Insights for Infrastructure	89%	89%	86%	N/A	N/A	82%	N/A	77%	63
Splunk SignalFX	80%	73%	76%	80%	92%	87%	78%	70%	33
ThousandEyes	92%	90%	92%	83%	86%	88%	80%	83%	75
Zabbix	87%	79%	90%	72%	78%	80%	66%	70%	43
Checkmk	92%	100%	89%	90%	96%	88%	94%	87%	76
Zenoss	78%	100%	87%	79%	84%	86%	70%	76%	15
SolarWinds Appoptics	84%	64%	88%	N/A	N/A	86%	N/A	81%	50
Average	88%	89%	90%	87%	90%	88%	86%	85%	56

*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 Cloud Infrastructure Monitoring

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	6%	24%	70%
Veeam ONE	18%	62%	20%
Datadog	10%	56%	34%
LogicMonitor	20%	45%	35%
Sumo Logic	8%	47%	46%
InsightVM (Nexpose)	25%	25%	50%
SolarWinds Virtualization Manager	13%	40%	47%
Google Stackdriver	29%	29%	42%
Logz.io	19%	61%	19%
Instana	10%	31%	60%
LogDNA	52%	44%	4%
Google Stackdriver Monitoring	58%	21%	21%
Catchpoint	5%	24%	71%
PRTG	13%	60%	28%
Azure Monitor	21%	43%	36%
SteelCentral	18%	36%	45%

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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.)
vRealize Operations	0%	27%	73%
MongoDB Cloud Manager	50%	25%	25%
Splunk Insights for Infrastructure	36%	0%	64%
Splunk SignalFX	20%	40%	40%
ThousandEyes	0%	10%	90%
Zabbix	20%	60%	20%
Checkmk	40%	10%	50%
Zenoss	7%	27%	67%
SolarWinds Appoptics	45%	27%	27%
Average	22%	35%	43%

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
Dynatrace	75%	25%	3.0	74%	20%	2%	4%	75	23
Veeam ONE	13%	87%	1.5	81%	8%	11%	0%	7	19
Datadog	96%	4%	2.1	75%	25%	0%	0%	37	12
LogicMonitor	81%	19%	1.5	93%	7%	0%	0%	17	17
Sumo Logic	89%	11%	1.1	94%	6%	0%	0%	17	8
InsightVM (Nexpose)	36%	64%	1.0	73%	0%	18%	9%	7	20
SolarWinds Virtualization Manager	10%	90%	1.6	83%	17%	0%	0%	7	12
Google Stackdriver	100%	0%	0.1	77%	8%	0%	15%	22	N/A
Logz.io	92%	8%	0.5	92%	0%	0%	8%	17	10
Instana	85%	15%	3.0	94%	0%	0%	6%	75	21
LogDNA	100%	0%	0.1	100%	0%	0%	0%	12	1
Google Stackdriver Monitoring	100%	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Catchpoint	91%	9%	2.2	64%	27%	0%	9%	75	16
PRTG	10%	90%	1.5	100%	0%	0%	0%	7	15
Azure Monitor	86%	14%	N/A	100%	0%	0%	0%	N/A	N/A
SteelCentral	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
vRealize Operations	13%	88%	0.9	100%	0%	0%	0%	7	16
MongoDB Cloud Manager	60%	40%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Splunk Insights for Infrastructure	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Splunk SignalFX	86%	14%	1.6	86%	14%	0%	0%	37	14
ThousandEyes	20%	80%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Zabbix	15%	85%	3.7	95%	5%	0%	0%	10	5
Checkmk	14%	86%	2.9	83%	0%	17%	0%	106	N/A
Zenoss	0%	100%	4.3	89%	11%	0%	0%	175	N/A
SolarWinds Appoptics	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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	46%	19
Veeam ONE	83%	17
Datadog	43%	16
LogicMonitor	79%	15
Sumo Logic	60%	19
InsightVM (Nexpose)	89%	24
SolarWinds Virtualization Manager	67%	15
Google Stackdriver	73%	14
Logz.io	68%	7
Instana	59%	19
LogDNA	99%	4
Google Stackdriver Monitoring	N/A	N/A
Catchpoint	67%	N/A
PRTG	72%	11
Azure Monitor	N/A	N/A
SteelCentral	N/A	N/A

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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)
vRealize Operations	53%	18
MongoDB Cloud Manager	N/A	N/A
Splunk Insights for Infrastructure	N/A	N/A
Splunk SignalFX	67%	N/A
ThousandEyes	N/A	N/A
Zabbix	42%	21
Checkmk	N/A	N/A
Zenoss	75%	11
SolarWinds Appoptics	N/A	N/A
Average	67%	15

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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 (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
Dynatrace	Dynatrace	2005	N/A	2,357	52,547	16,823	4.5	17,407
Veeam ONE	Veeam	2006	N/A	3,944	205,255	51,614	3.6	10,746
Datadog	Datadog	2010	N/A	1,992	51,523	28,416	3.7	5,840
LogicMonitor	LogicMonitor	2007	N/A	623	10,511	3,461	4.5	63,880
Sumo Logic	Sumo Logic	2010	N/A	783	21,162	5,769	3.6	29,866
InsightVM (Nexpose)	Rapid7	2000	\$327	1,877	74,223	104,764	4.3	27,413
SolarWinds Virtualization Manager	SolarWinds	1999	N/A	2,468	59,096	16,856	2.7	11,958
Google Stackdriver	Google	1998	\$161,857	212,996	18,457,787	22,176,273	4.4	1
Logz.io	Logz.io	2014	N/A	227	7,767	1,550	4.1	42,020
Instana	Instana	2015	N/A	161	3,332	3,759	4.8	289,872
LogDNA	LogDNA	2013	N/A	105	6,009	6	4.5	121,420
Google Stackdriver Monitoring	Google	1998	\$161,857	212,996	18,457,787	22,176,273	4.4	1
Catchpoint	Catchpoint	2008	N/A	249	8,801	4,691	4.4	59,873
PRTG	Paessler AG	1997	N/A	221	9,395	4,656	4.4	26,658
Azure Monitor	Microsoft	1975	\$125,843	190,199	12,196,366	9,016,817	4.2	24
SteelCentral	Riverbed Technology	2002	N/A	1,953	84,829	21,009	3.0	151,533

(Additional Data for Cloud Infrastructure Monitoring 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 Cloud Infrastructure Monitoring (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 (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
vRealize Operations	VMware	1998	\$7,093	30,601	1,271,684	322,062	4.3	2,112
MongoDB Cloud Manager	MongoDB	2007	N/A	2,309	192,805	353,004	4.6	5,449
Splunk Insights for Infrastructure	Splunk	2003	\$2,359	6,498	278,605	68,075	4.1	10,313
Splunk SignalFX	Splunk	2003	\$2,359	6,498	278,605	68,075	4.1	10,313
ThousandEyes	ThousandEyes	2010	N/A	395	13,887	7,651	4.7	70,560
Zabbix	Zabbix LLC	2005	N/A	70	19,960	8,103	N/A	33,503
Checkmk	Mathias Kettner GmbH	2013	N/A	38	865	0	N/A	3,383,140
Zenoss	Zenoss	2005	N/A	125	5,721	17,084	3.8	386,216
SolarWinds Appoptics	SolarWinds	1999	N/A	2,468	59,096	16,856	2.7	11,958

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