Grid® Report for Application Performance Monitoring (APM)



Summer 2021

G2 Grid® Scoring

Application Performance Monitoring (APM) Software

Contenders				Lead	ers
Niche				High Pe	rformers

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

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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 June 01, 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, Datadog, LogicMonitor, New Relic One, Epsagon, SolarWinds Server & Application Monitor, Progress WhatsUp Gold, Sumo Logic, LogRocket, Instana, Microsoft System Center, Veeam ONE, Instabug, Logz.io, and Pulse Secure Virtual Traffic Manager
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Centreon, FusionReactor APM, Scout APM, Atatus, Serverless 360, Rollbar, Lumigo, Germain APM, Raygun, Lightstep, Catchpoint, Netreo, Rigor, IT-Conductor, 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: PRTG Network Monitor, Splunk APM, SolarWinds Web Performance Monitor, dotMemory, Google Cloud Console, Azure Monitor, Micro Focus SiteScope, Google Cloud Monitoring, dotTrace, Zabbix, and Micro Focus Operations Bridge (OpsBridge)
- 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: Nagios XI, SolarWinds Standard Toolset, Netdata, Anodot, Retrace, Pepperdata Cloud Performance, Icinga Infrastructure Monitoring, and AppOptics



Grid® Scores for Application Performance Monitoring (APM) Software

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	97	99	98
AppDynamics	228	82	93	88
Datadog	197	68	93	80
LogicMonitor	104	91	70	80
New Relic One	247	62	88	75
Epsagon	57	94	54	74
SolarWinds Server & Application Monitor	234	67	81	74
Progress WhatsUp Gold	108	82	65	74
Sumo Logic	123	72	74	73
LogRocket	75	94	50	72
Instana	72	78	58	68
Microsoft System Center	250	52	82	67
Veeam ONE	57	74	57	66
Instabug	122	71	57	64
Logz.io	41	70	53	61
Pulse Secure Virtual Traffic Manager	61	59	55	57

(Grid® Scores for Application Performance Monitoring (APM) Software 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) Software (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	
Centreon	47	91	46	68	
FusionReactor APM	90	91	44	67	
Scout APM	57	82	46	64	
Atatus	35	83	39	61	
Serverless360	17	87	28	57	
Rollbar	22	67	43	55	
Lumigo	25	76	34	55	
Germain APM	34	71	36	54	
Raygun	12	67	40	53	
Lightstep	10	57	42	50	
Catchpoint	14	50	45	48	
Netreo	10	65	20	42	
Rigor	22	55	29	42	
IT-Conductor	10	77	5	41	
Instrumental	12	55	17	36	

(Grid® Scores for Application Performance Monitoring (APM) Software 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) Software (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
PRTG	49	44	54	49
Splunk Cloud	14	37	59	48
SolarWinds Web Performance Monitor	17	32	52	42
dotMemory	13	32	51	42
Google Cloud Console	32	25	55	40
Azure Monitor	14	21	58	39
Micro Focus SiteScope	15	20	57	38
Google Cloud Monitoring	22	21	52	37
dotTrace	16	9	55	32
Zabbix	63	11	52	32
Micro Focus Operations Bridge	10	7	52	29

Niche

Nagios XI	32	40	47	43
SolarWinds Standard Toolset	11	23	50	36
Netdata	10	43	25	34
Anodot	17	28	33	31
Retrace	39	21	39	30
Pepperdata	12	33	26	30
Icinga Monitoring	17	25	27	26
SolarWinds Appoptics	14	8	40	24

^{*} 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) Summer 2021 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through June 01, 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 June 01, 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.

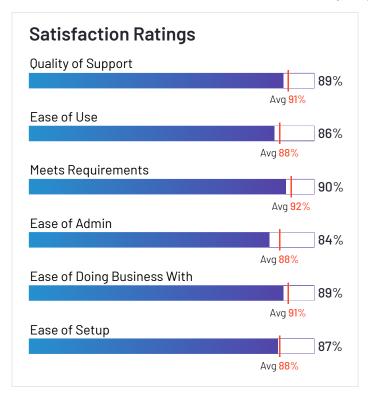


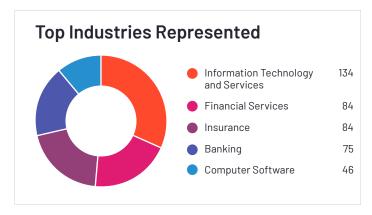


Dynatrace



4.5 ** (1,023) 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 Network Monitoring, Incident Response, Log Analysis, Container Monitoring, IT Alerting, Session Replay, ServiceNow Store Apps, Runtime Application Self-Protection (RASP), Cloud Infrastructure Monitoring, Website Monitoring, Digital Experience Monitoring (DEM), Database Monitoring, AlOps Platforms, Log Monitoring, Enterprise Monitoring, SAP Store, and Digital Employee Experience (DEX) Management categories.







Ownership Dynatrace



HQ Location Waltham, MA



Year Founded 2005



Employees (Listed On Linkedin™)

2873



Company Website www.dynatrace.com

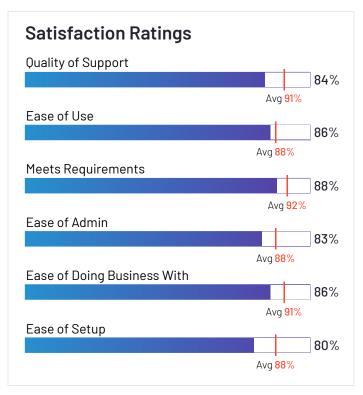


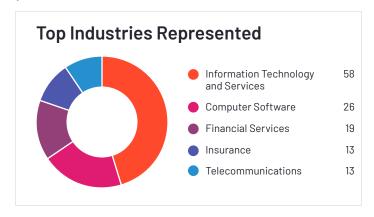


AppDynamics



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 SAP Store, Enterprise Monitoring, Container Monitoring, ServiceNow Store Apps, Cloud Infrastructure Monitoring , Digital Experience Monitoring (DEM), and AlOps Platforms categories.











HQ LocationSan Francisco, CA



Year Founded 2008



Employees (Listed On Linkedin™)
1937



Company Website www.appdynamics.com

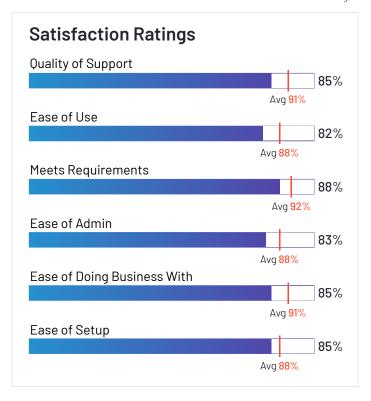


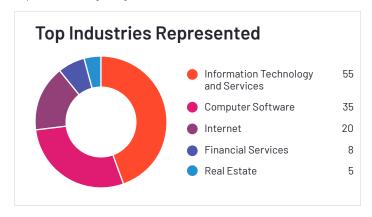


Datadog



4.2 *** (215) Datadog 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, 89% 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 Server Monitoring, Network Monitoring, API Marketplace, Security Information and Event Management (SIEM), Incident Response, Log Analysis, Container Monitoring, IT Alerting, Cloud Infrastructure Monitoring, Website Monitoring, IoT Analytics, IoT Device Management, Database Monitoring, Network Traffic Analysis (NTA), AlOps Platforms, Log Monitoring, and Enterprise Monitoring categories.







Ownership Datadog



HQ Location New York, NY



Year Founded 2010



Employees (Listed On Linkedin™)

2594



Company Website www.datadoghq.com

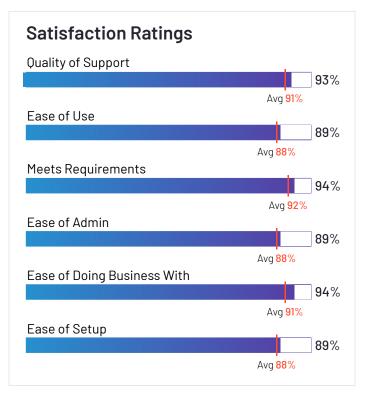


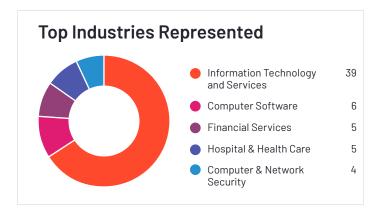


LogicMonitor



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, 96% 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, AlOps Platforms, and Enterprise Monitoring categories.







Ownership LogicMonitor



HQ Location Santa Barbara, CA



Year Founded 2007



Employees (Listed On Linkedin™)
769



Company Website www.logicmonitor.com

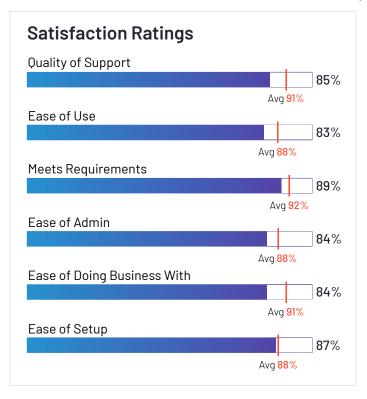


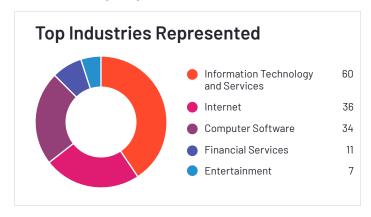


New Relic One



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 Container Monitoring, Incident Management, IT Alerting, AlOps Platforms, Log Analysis, Cloud Infrastructure Monitoring, Digital Experience Monitoring (DEM), Log Monitoring, and Server Monitoring categories.











HQ Location San Francisco, CA



Year Founded 2008



Total Revenue \$600 (USD MM)



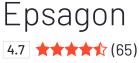
Employees (Listed On Linkedin™)
2140



Company Website newrelic.com

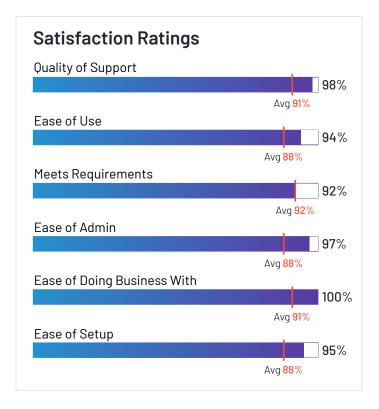


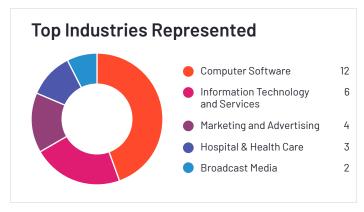


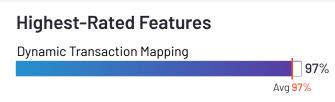


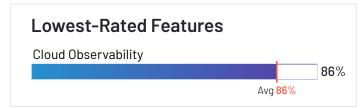


Epsagon has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Epsagon at a rate of 94%. Epsagon is also in the Bug Tracking and Cloud Infrastructure Monitoring categories.











Ownership Epsagon



HQ Location New York, NY



Year Founded 2018



Employees (Listed On Linkedin™) 67



Company Website epsagon.com

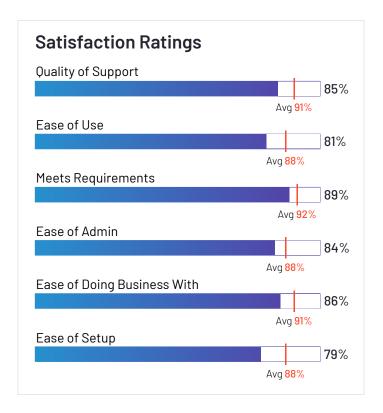


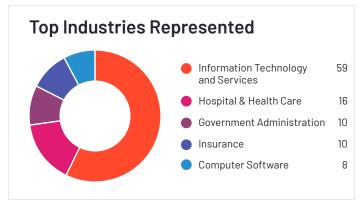


SolarWinds Server & Application Monitor



SolarWinds Server & Application Monitor 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, 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.







Ownership SolarWinds Worldwide



HQ LocationAustin, TX



Year Founded 1999



Employees (Listed On Linkedin™)
2228



Company Website www.solarwinds.com



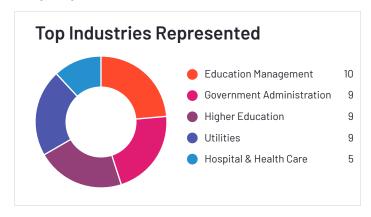


Progress WhatsUp Gold



Progress WhatsUp Gold 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, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend Progress WhatsUp Gold at a rate of 88%. Progress WhatsUp Gold is also in the Log Monitoring, Server Monitoring, Network Monitoring, Network Management, Network Automation, Network Traffic Analysis (NTA), and Dark Web Monitoring categories.







Ownership **Progress**



HQ Location Bedford, MA



Year Founded 1981



Total Revenue \$442 (USD MM)



Employees (Listed On Linkedin™) 3050



Company Website www.progress.com

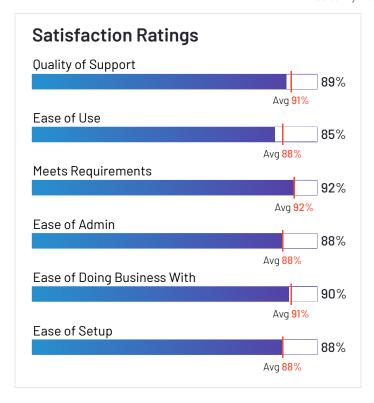


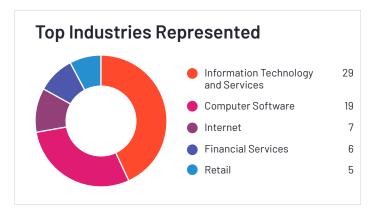


Sumo Logic



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.







Ownership Sumo Logic



HQ Location Redwood City, CA



Year Founded 2010



Employees (Listed On Linkedin™)
851



Company Website www.sumologic.com



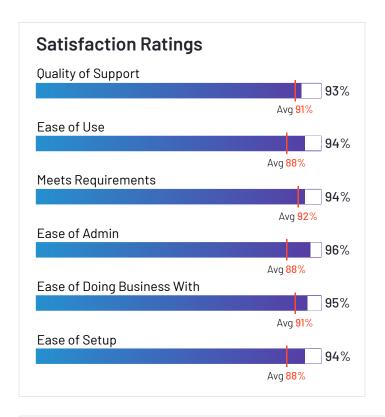


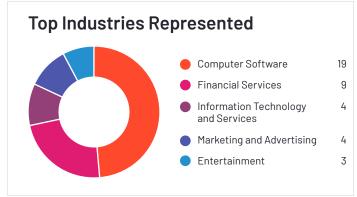
LogRocket





LogRocket 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 LogRocket at a rate of 95%. LogRocket is also in the Product Analytics, Bug Tracking, and Session Replay categories.







Ownership LogRocket, Inc.



HQ Location Boston, MA



Year Founded 2016



Employees (Listed On Linkedin™) 165



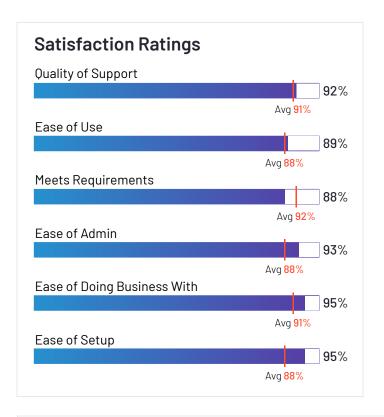
Company Website logrocket.com

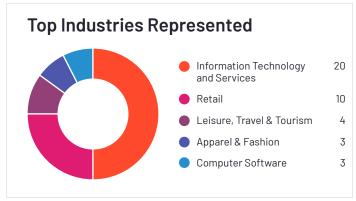




Instana 4.6 ***** (78) Leader 2021

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 AlOps Platforms categories.







Ownership Instana



HQ Location Chicago, IL



Year Founded 2015



Employees (Listed On Linkedin™)

205



Company Website www.instana.com

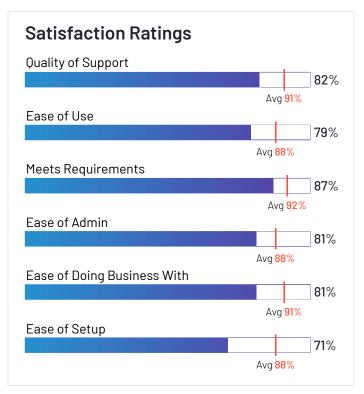


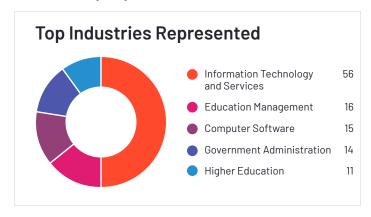


Microsoft System Center



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 Cloud Infrastructure Monitoring , 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.











HQ Location Redmond, WA



Year Founded 1975



Total Revenue \$143,015 (USD MM)



Employees (Listed On Linkedin™)
198513



Company Website news.microsoft.com

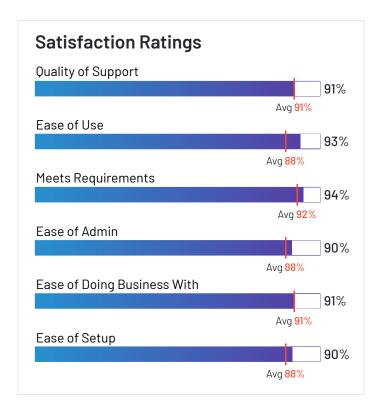


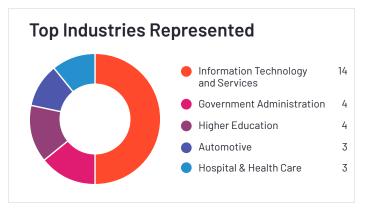


Veeam ONE



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 Object Storage, Cloud Infrastructure Monitoring, and Server Monitoring categories.







Ownership Veeam



HQ Location Columbus, OH



Employees (Listed On Linkedin™)

ees (



Company Website www.veeam.com



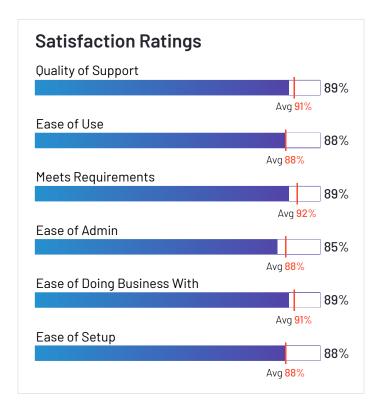


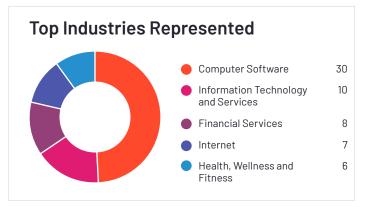
Instabug





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.







Ownership Instabug



HQ Location California, USA



Year Founded 2014



Employees (Listed On Linkedin™) 121



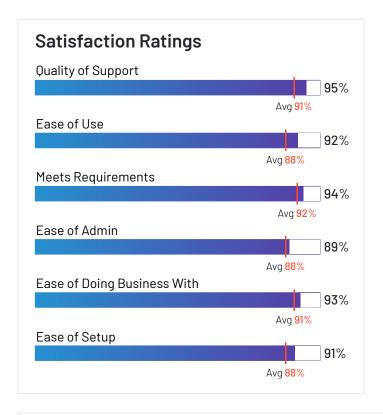
Company Website instabug.com

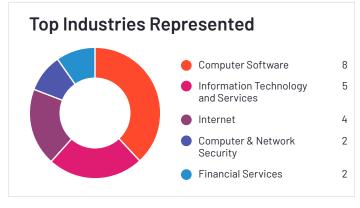






Logz.io has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Logz.io at a rate of 94%. Logz.io is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







Ownership Logz.io



HQ Location Boston, MA



Year Founded 2014



Employees (Listed On Linkedin™)

221



Company Website logz.io

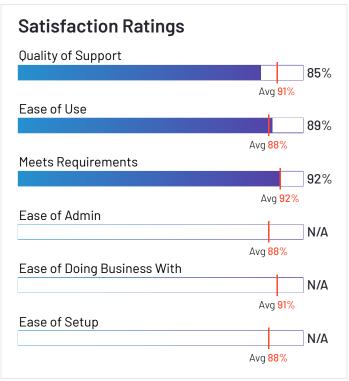


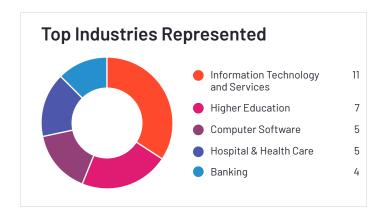


Pulse Secure Virtual Traffic Manager



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, 83% 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%.





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



OwnershipPulse Secure LLC



HQ Location San Jose, CA



Year Founded 2014



Employees (Listed On Linkedin™)
449

Company Website pulsesecure.net



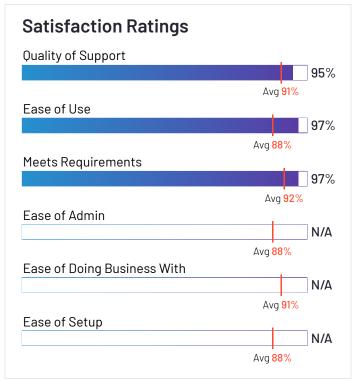


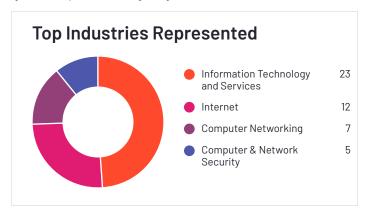
Centreon





Centreon 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 Centreon at a rate of 97%. Centreon is also in the Digital Employee Experience (DEX) Management, Network Monitoring, Container Monitoring, IT Alerting, Cloud Infrastructure Monitoring, Remote Monitoring & Management (RMM), Digital Experience Monitoring (DEM), Database Monitoring, Hardware Monitoring, Log Monitoring, Server Monitoring, and Enterprise Monitoring categories.





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



Ownership Centreon



HQ Location Paris, France



Year Founded 2005



Employees (Listed On Linkedin™)
99



Company Website www.centreon.com



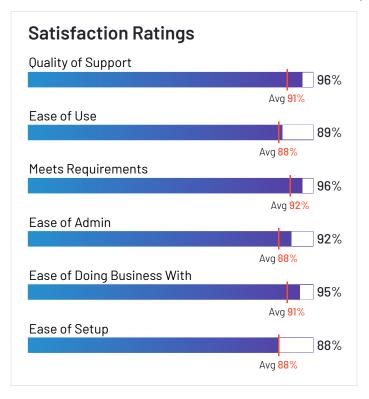


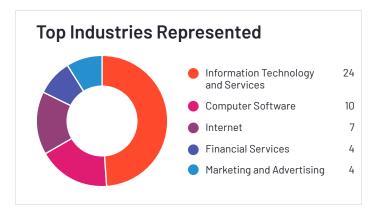
FusionReactor APM



2021

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 Container Monitoring, Digital Experience Monitoring (DEM), Database Monitoring, Server Monitoring, and Enterprise Monitoring categories.







Ownership Intergral



HQ Location BOEBLINGEN, Germany



Year Founded 1998



Employees (Listed On Linkedin™)

26



Company Website www.intergral.com

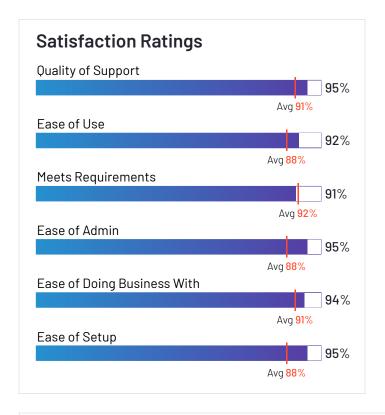


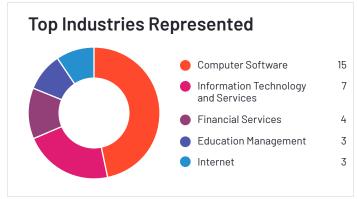


Scout APM



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%. Scout APM is also in the Bug Tracking category.







Ownership Scout APM



HQ Location Fort Collins, CO



Year Founded 2008



Employees (Listed On Linkedin™) 30



Company Website scoutapm.com

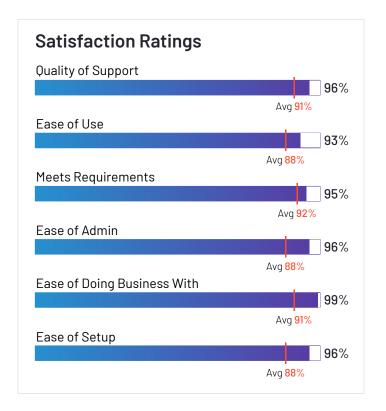


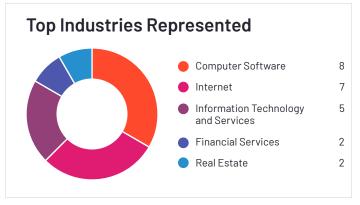


Atatus



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.









Year Founded 2014



Employees (Listed On Linkedin™)

8



Company Website www.atatus.com

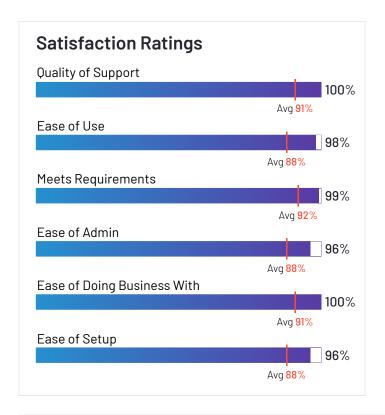


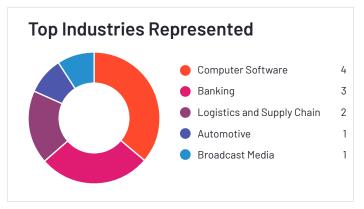


Serverless360



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.







Ownership Kovai Limited



HQ LocationLondon,
United Kingdom



Year Founded 2009



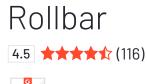
Employees (Listed On Linkedin™)
169



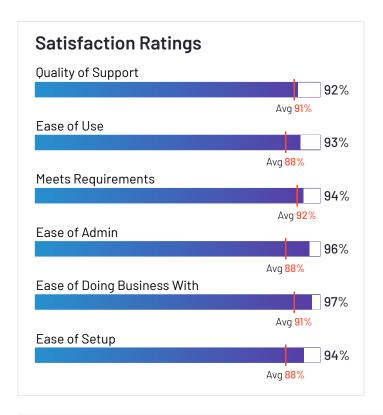
Company Website document360.io

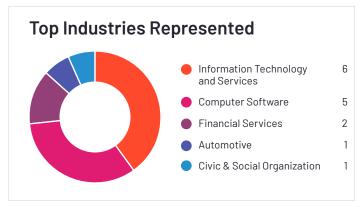






Rollbar has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend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







Ownership Rollbar



HQ LocationSan Francisco, CA



Year Founded 2012



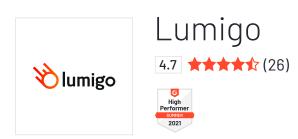
Employees (Listed On Linkedin™)

76

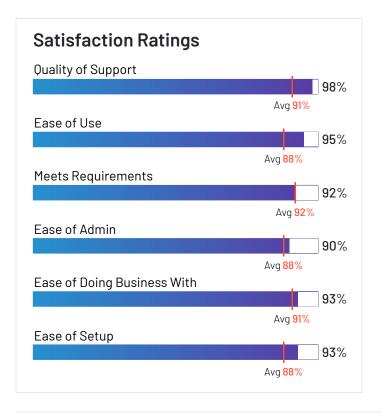


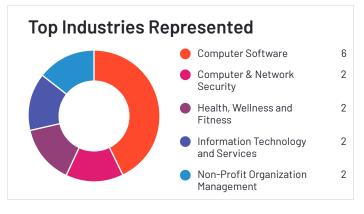
Company Website rollbar.com





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, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend Lumigo at a rate of 94%. Lumigo is also in the IT Alerting, Cloud Infrastructure Monitoring , and Server Monitoring categories.







Ownership Lumigo



HQ LocationSan Francisco,
California



Year Founded 2018



Employees (Listed On Linkedin™)
39



Company Website lumigo.io



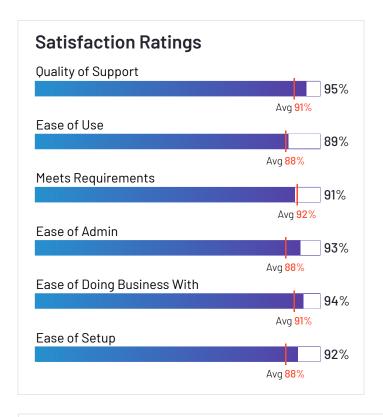


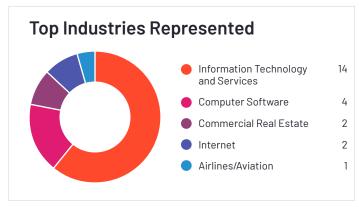
Germain APM



2021

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.











HQ LocationSan Francisco, CA



Year Founded 2006



Employees (Listed On Linkedin™)
36



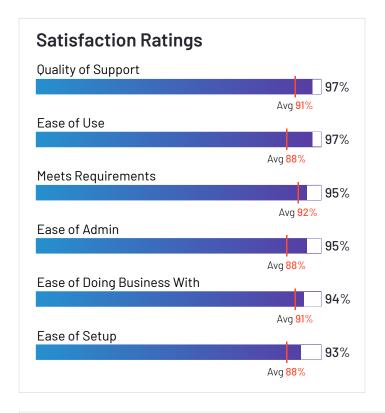
Company Website germainapm.com

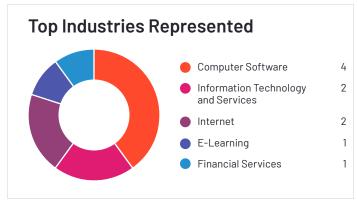






Raygun has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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







Ownership Raygun



HQ Location Wellington, New Zealand



Year Founded 2007



Employees (Listed On Linkedin™) 37



Company Website raygun.com

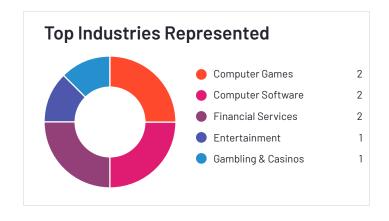






Lightstep has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 90% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend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





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



Ownership LightStep



HQ LocationSan Francisco, CA



Year Founded 2015



Employees (Listed On Linkedin™)
97



Company Website lightstep.com





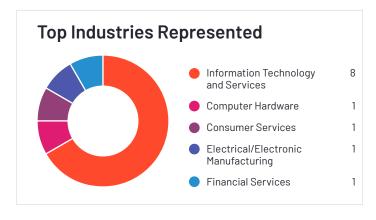
Catchpoint



2021

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 Digital Employee Experience (DEX) Management, Network Monitoring, Cloud Infrastructure Monitoring , and Digital Experience Monitoring (DEM) categories.







Ownership Catchpoint



HQ Location New York, NY



Year Founded 2008



Employees (Listed On Linkedin™)
281



Company Website www.catchpoint.com





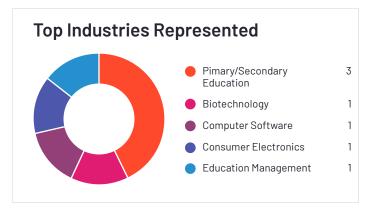
Netreo





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, AlOps Platforms, IT Alerting, and Digital Experience Monitoring (DEM) categories.







Ownership Netreo



HQ Location Irvine, CA



Year Founded 2000



Employees (Listed On Linkedin™)

66



Company Website www.netreo.com

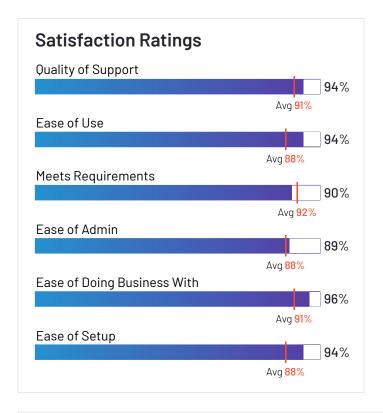


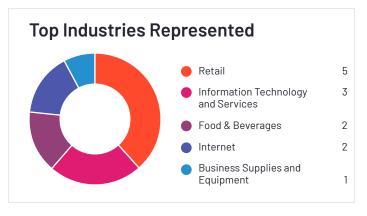




2021

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%.









HQ Location Atlanta, GA



Employees (Listed On Linkedin™)
10



Company Website rigor.com



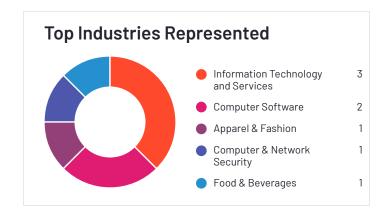


IT-Conductor



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 Store, Cloud Infrastructure Monitoring, Network Monitoring, and Database Monitoring categories.





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



Ownership IT-Conductor



HQ Location Cupertino, CA



Year Founded 2014



Employees (Listed On Linkedin™) 2



Company Website www.itconductor.com

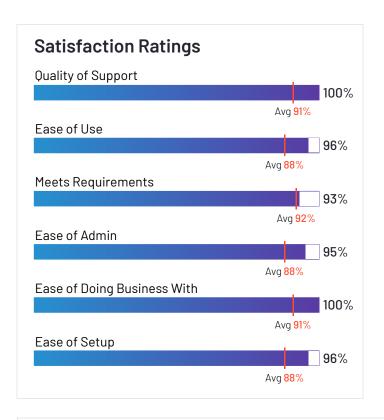


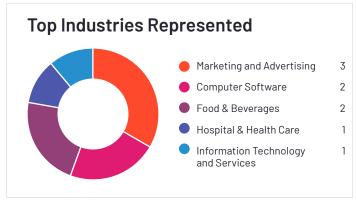


Instrumental



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 Cloud Infrastructure Monitoring , Container Monitoring, Database Monitoring, and Server Monitoring categories.







OwnershipExpected Behavior



HQ Location Indianapolis, IN



Year Founded 2006



Employees (Listed On Linkedin™)



Company Website www.expectedbehavior.com

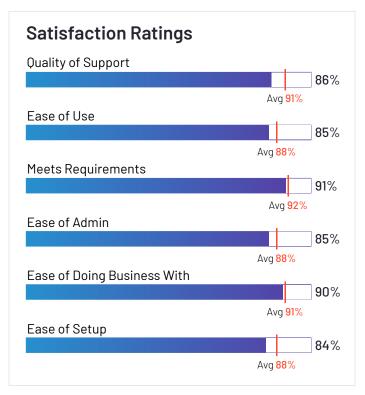


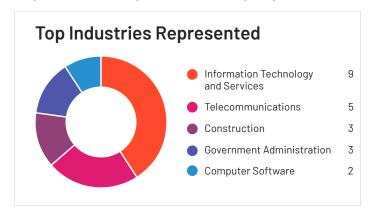


PRTG Network Monitor

4.6 ★★★★ (58)

PRTG Network 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. 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.







Ownership Paessler AG



HQ Location Nuremberg, Germany



Year Founded 1997



Employees (Listed On Linkedin™)

234



Company Website www.paessler.com

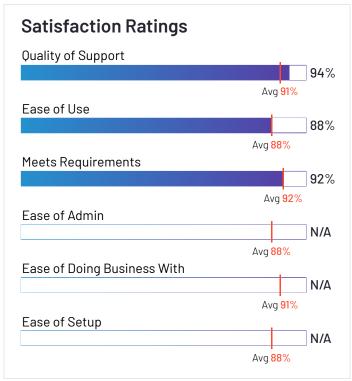


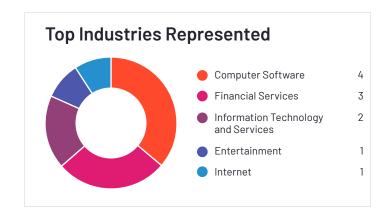


Splunk APM

4.4 ★★★★ (18)

Splunk APM 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 AlOps Platforms category.





*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 \$2,229 (USD MM)



Employees (Listed On Linkedin™)
7473



Company Website www.splunk.com

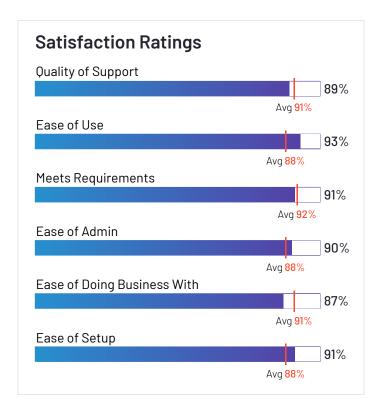


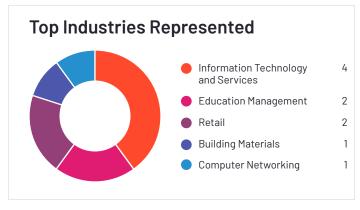


SolarWinds Web Performance Monitor



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%.







Ownership SolarWinds Worldwide



HQ Location Austin, TX



Year Founded 1999



Employees (Listed On Linkedin™) 2228



Company Website www.solarwinds.com

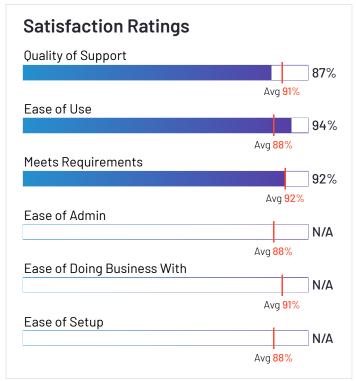


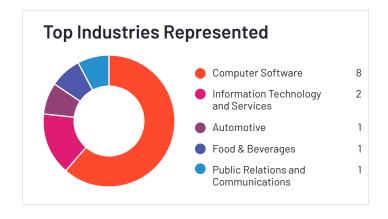


dotMemory

4.6

dotMemory 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 dotMemory at a rate of 92%.





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



Ownership JetBrains



HQ LocationPrague, Czech
Republic



Year Founded 2000



Employees (Listed On Linkedin™)
1128



Company Website www.jetbrains.com

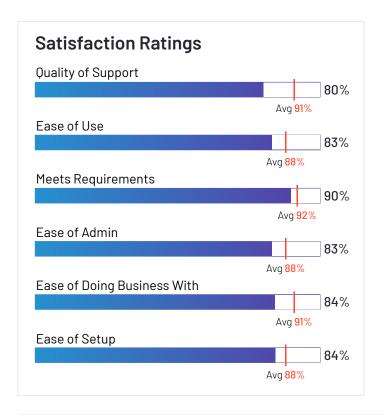


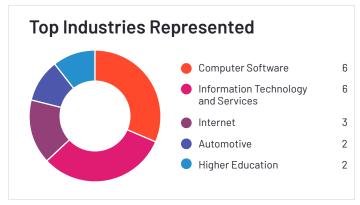


Google Cloud Console

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%.







Ownership Google



HQ LocationMountain View, CA



Year Founded 1998



Total Revenue \$182,527 (USD MM)



Employees (Listed On Linkedin™)
234032



Company Website www.google.com

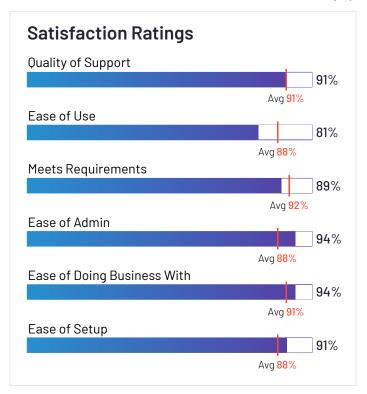


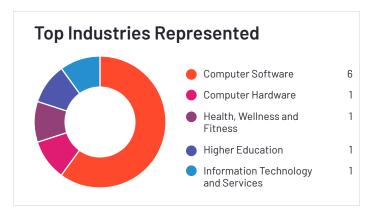


Azure Monitor

4.3 ★★★★ (37)

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 84%. Azure Monitor is also in the Cloud Infrastructure Monitoring category.







Ownership Microsoft



HQ Location Redmond, WA



Year Founded 1975



Total Revenue \$143,015 (USD MM)



Employees (Listed On Linkedin™)
198513



Company Website news.microsoft.com

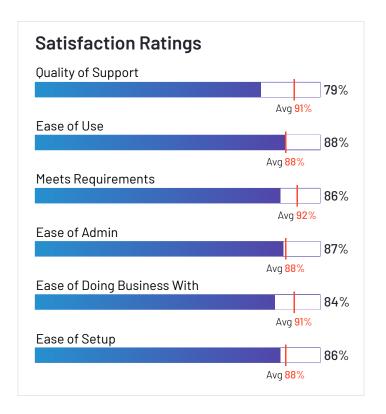


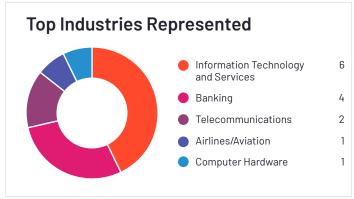


Micro Focus SiteScope

4.0 ★★★☆ (23)

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%.







Ownership Micro Focus



HQ Location Newbury, Berkshire



Year Founded 1976



Total Revenue \$3,001,000 (USD MM)



Employees (Listed On Linkedin™)
9595



Company Website www.microfocus.com

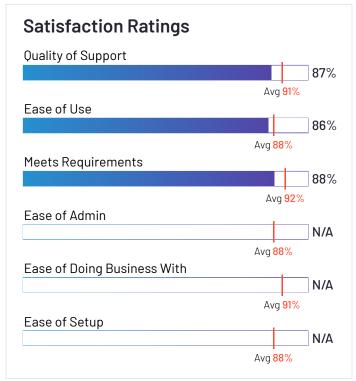


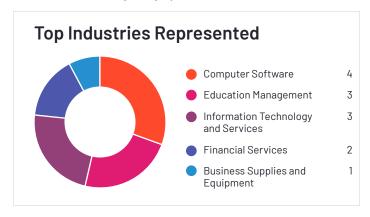


Google Cloud Monitoring

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.





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



OwnershipGoogle



HQ LocationMountain View, CA



Year Founded 1998



Total Revenue \$182,527 (USD MM)



Employees (Listed On Linkedin™)
234032



Company Website www.google.com

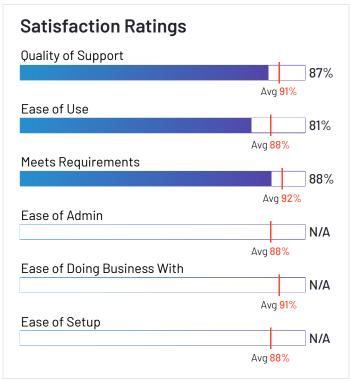


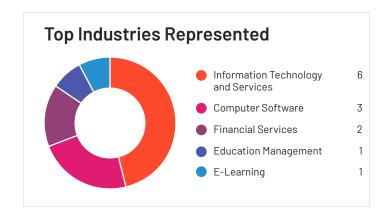




4.2 ★★★☆ (17)

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%.





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



Ownership JetBrains



HQ LocationPrague, Czech
Republic



Year Founded 2000



Employees (Listed On Linkedin™)
1128



Company Website www.jetbrains.com

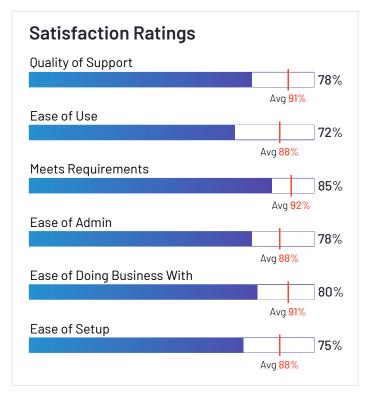


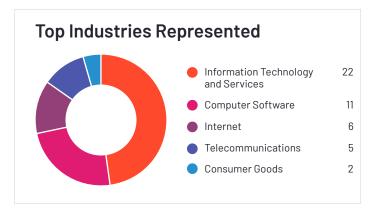


Zabbix

4.3

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 Database Monitoring, Network Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Server Monitoring, and Enterprise Monitoring categories.







Ownership Zabbix LLC



HQ Location Riga, Latvia



Year Founded 2005



Employees (Listed On Linkedin™) 74



Company Website www.zabbix.com





Micro Focus Operations Bridge (OpsBridge)

4.2 ★★★★☆ (33) Micro Focus Operations Bridge (OpsBridge) 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, 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.







Ownership Micro Focus



HQ Location Newbury, Berkshire



Year Founded 1976



Total Revenue \$3,001,000 (USD MM)



Employees (Listed On Linkedin™) 9595



Company Website www.microfocus.com

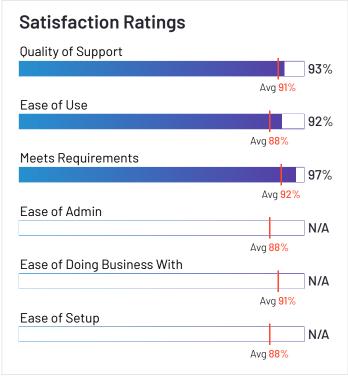


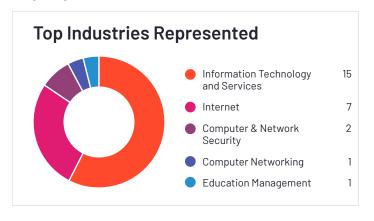






Nagios XI has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 97% of users rated it 4 or 5 stars, 97% of users 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.





*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™)

46



Company Website www.nagios.com

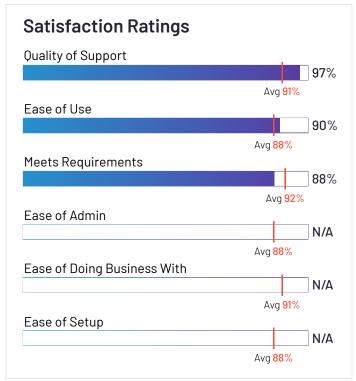


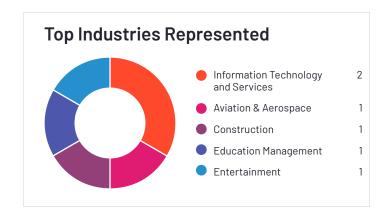


SolarWinds Standard Toolset



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%.





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



OwnershipSolarWinds
Worldwide



HQ LocationAustin, TX



Year Founded 1999



Employees (Listed Or Linkedin™) 2228

Employees (Listed On



Company Website www.solarwinds.com

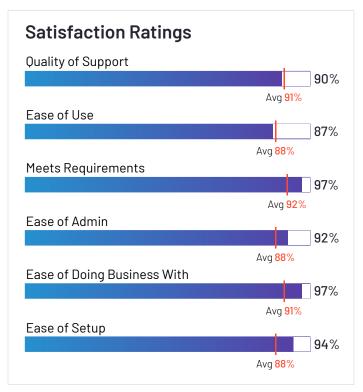


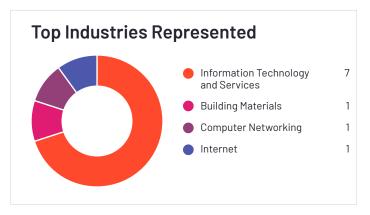


Netdata

4.4

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 Network Monitoring, IT Alerting, and Server Monitoring categories.







Ownership Netdata



HQ Location Delaware, US



Year Founded 2018



Employees (Listed On Linkedin™) 52



Company Website www.netdata.cloud

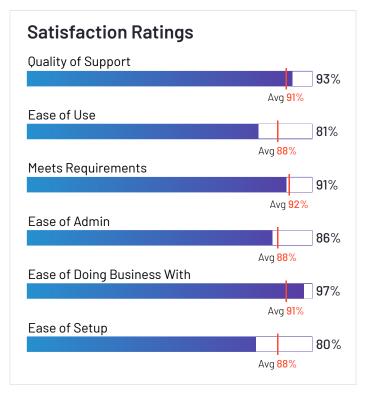


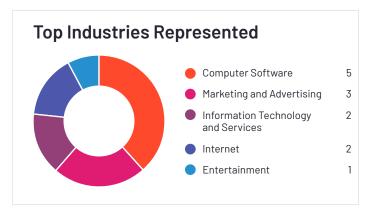


Anodot



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.







Ownership Anodot



HQ Location Raanana, Israel



Year Founded 2014



Employees (Listed On Linkedin™)
106



Company Website www.anodot.com

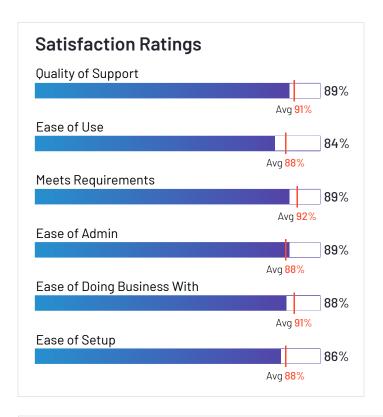


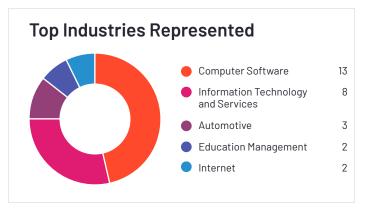


Retrace



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 Server Monitoring, Log Monitoring, and Bug Tracking categories.











HQ Location Leawood, KS



Year Founded 2012



Employees (Listed On Linkedin™)

7



Company Website stackify.com

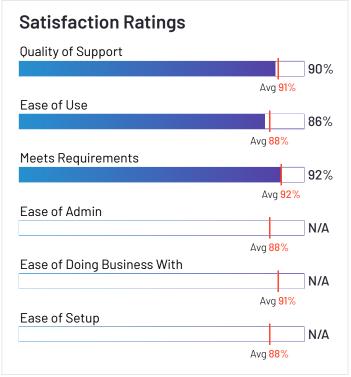


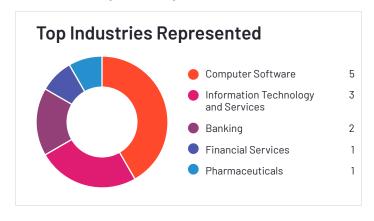


Pepperdata Cloud Performance



Pepperdata Cloud Performance 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. 92% 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 90%. Pepperdata is also in the Big Data Processing and Distribution and Cloud Cost Management categories.





*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™)



Company Website www.pepperdata.com

56

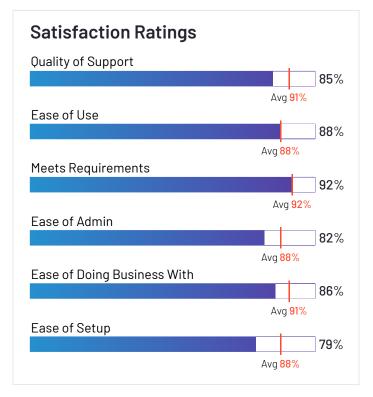


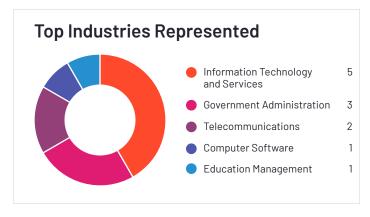


Icinga Infrastructure Monitoring

4.4 ★★★★ (17)

Icinga Infrastructure 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%. Icinga Monitoring is also in the Enterprise Monitoring, Cloud Infrastructure Monitoring, and Server Monitoring categories.







Ownership Icinga



HQ Location Nuremberg, Bavaria



Year Founded 2018



Employees (Listed On Linkedin™)



Company Website

icinga.com

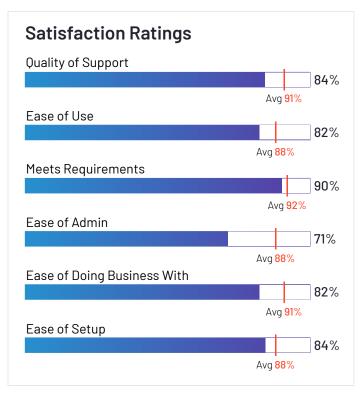


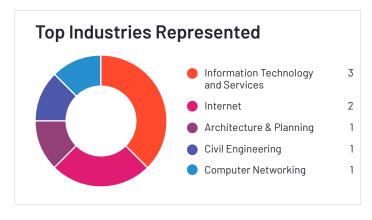


AppOptics

4.2 ★★★☆ (18)

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.







Ownership SolarWinds Worldwide



HQ LocationAustin, TX



Year Founded 1999



Employees (Listed On Linkedin™)
2228

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.

	Satis	faction		Satis	sfaction by (Category			Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	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
Datadog	85%	89%	88%	83%	85%	85%	85%	82%	46
LogicMonitor	92%	96%	94%	89%	94%	93%	89%	89%	72
New Relic One	85%	79%	89%	84%	84%	85%	87%	83%	44
Epsagon	94%	96%	92%	97%	100%	98%	95%	94%	80
SolarWinds Server & Application Monitor	85%	83%	89%	84%	86%	85%	79%	81%	48
Progress WhatsUp Gold	88%	79%	90%	84%	93%	91%	82%	85%	57
Sumo Logic	87%	92%	92%	88%	90%	89%	88%	85%	57
LogRocket	95%	91%	94%	96%	95%	93%	94%	94%	88
Instana	91%	89%	88%	93%	95%	92%	95%	89%	79
Microsoft System Center	82%	78%	87%	81%	81%	82%	71%	79%	34
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%	94%	89%	93%	95%	91%	92%	85
Pulse Secure Virtual Traffic Manager	86%	83%	92%	N/A	N/A	85%	N/A	89%	49
Centreon	97%	95%	97%	N/A	N/A	95%	N/A	97%	91
FusionReactor APM	95%	91%	96%	92%	95%	96%	88%	89%	83

(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.

	Satis	faction		Satis	sfaction by (Category			Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
Scout APM	93%	84%	91%	95%	94%	95%	95%	92%	80
Atatus	97%	95%	95%	96%	99%	96%	96%	93%	94
Serverless360	99%	100%	99%	96%	100%	100%	96%	98%	100
Rollbar	95%	86%	94%	96%	97%	92%	94%	93%	90
Lumigo	94%	85%	92%	90%	93%	98%	93%	95%	80
Germain APM	94%	90%	91%	93%	94%	95%	92%	89%	82
Raygun	95%	100%	95%	95%	94%	97%	93%	97%	83
Lightstep	93%	N/A	94%	N/A	N/A	100%	N/A	94%	80
Catchpoint	94%	100%	96%	87%	97%	98%	90%	89%	78
Netreo	99%	100%	94%	94%	98%	100%	94%	96%	100
Rigor	94%	100%	90%	89%	96%	94%	94%	94%	81
IT-Conductor	100%	100%	100%	N/A	N/A	100%	N/A	95%	100
Instrumental	98%	83%	93%	95%	100%	100%	96%	96%	91
PRTG	91%	87%	91%	85%	90%	86%	84%	85%	73
Splunk Cloud	89%	91%	92%	N/A	N/A	94%	N/A	88%	71
SolarWinds Web Performance Monitor	88%	73%	91%	90%	87%	89%	91%	93%	52
dotMemory	92%	100%	92%	N/A	N/A	87%	N/A	94%	84
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.

	Satis	faction		Satis	faction by (Category			Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
Azure Monitor	84%	92%	89%	94%	94%	91%	91%	81%	50
Micro Focus SiteScope	79%	67%	86%	87%	84%	79%	86%	88%	33
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%	41
Micro Focus Operations Bridge	85%	88%	86%	84%	84%	79%	84%	82%	60
Nagios XI	93%	97%	97%	N/A	N/A	93%	N/A	92%	84
SolarWinds Standard Toolset	87%	100%	88%	N/A	N/A	97%	N/A	90%	54
Netdata	89%	100%	97%	92%	97%	90%	94%	87%	70
Anodot	90%	93%	91%	86%	97%	93%	80%	81%	76
Retrace	86%	92%	89%	89%	88%	89%	86%	84%	48
Pepperdata	90%	100%	92%	N/A	N/A	90%	N/A	86%	66
Icinga Monitoring	88%	93%	92%	82%	86%	85%	79%	88%	58
SolarWinds Appoptics	83%	71%	90%	71%	82%	84%	84%	82%	42
Average	90%	89%	92%	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



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%	54%
Datadog	16%	55%	29%
LogicMonitor	20%	48%	32%
New Relic One	35%	38%	27%
Epsagon	61%	26%	13%
SolarWinds Server & Application Monitor	10%	39%	51%
Progress WhatsUp Gold	7%	66%	27%
Sumo Logic	11%	52%	37%
LogRocket	84%	15%	1%
Instana	13%	38%	50%
Microsoft System Center	17%	37%	46%
Veeam ONE	16%	61%	23%
Instabug	66%	26%	7%
Logz.io	21%	59%	21%
Pulse Secure Virtual Traffic Manager	11%	16%	72%
Centreon	2%	89%	9%
FusionReactor APM	64%	29%	7%

(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.



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.)
Scout APM	53%	44%	4%
Atatus	85%	12%	3%
Serverless360	18%	76%	6%
Rollbar	68%	23%	9%
Lumigo	64%	24%	12%
Germain APM	97%	3%	0%
Raygun	50%	50%	0%
Lightstep	30%	40%	30%
Catchpoint	0%	14%	86%
Netreo	20%	30%	50%
Rigor	18%	45%	36%
IT-Conductor	20%	40%	40%
Instrumental	50%	25%	25%
PRTG	16%	59%	24%
Splunk Cloud	7%	21%	71%
SolarWinds Web Performance Monitor	35%	29%	35%
dotMemory	23%	31%	46%
Google Cloud Console	38%	44%	19%

(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.



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.)
Azure Monitor	38%	46%	15%
Micro Focus SiteScope	7%	33%	60%
Google Cloud Monitoring	64%	27%	9%
dotTrace	31%	31%	38%
Zabbix	17%	52%	30%
Micro Focus Operations Bridge	0%	0%	100%
Nagios XI	3%	78%	19%
SolarWinds Standard Toolset	9%	55%	36%
Netdata	30%	70%	0%
Anodot	29%	47%	24%
Retrace	23%	44%	33%
Pepperdata	8%	0%	92%
lcinga Monitoring	12%	41%	47%
SolarWinds Appoptics	43%	21%	36%
Average	30%	38%	32%

(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.



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

Implementation

	Depl	oyment	Implementation Time	lmpl	ementation Me	thod	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
Datadog	94%	6%	1.9	82%	18%	0%	75	10
LogicMonitor	78%	22%	1.8	84%	12%	0%	37	16
New Relic One	77%	23%	1.1	94%	3%	3%	7	6
Epsagon	91%	9%	2.1	100%	0%	0%	5	4
SolarWinds Server & Application Monitor	11%	89%	1.9	86%	12%	3%	17	12
Progress WhatsUp Gold	7%	93%	0.9	89%	7%	0%	3	14
Sumo Logic	86%	14%	1.6	91%	9%	0%	37	9
LogRocket	84%	16%	1.2	97%	0%	0%	3	1
Instana	82%	18%	2.1	78%	8%	8%	37	20
Microsoft System Center	28%	72%	3.5	76%	15%	10%	37	16
Veeam ONE	11%	89%	1.7	95%	3%	3%	7	22
Instabug	61%	39%	2.0	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
Centreon	N/A	N/A	N/A	92%	0%	0%	N/A	N/A
FusionReactor APM	47%	53%	1.0	90%	2%	6%	3	8

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

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

Implementation

	Depl	oyment	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)
Scout APM	92%	8%	0.7	92%	8%	0%	12	2
Atatus	69%	31%	1.8	94%	6%	0%	3	4
Serverless360	100%	0%	0.3	100%	0%	0%	N/A	N/A
Rollbar	91%	9%	0.3	100%	0%	0%	3	2
Lumigo	100%	0%	N/A	80%	0%	20%	N/A	N/A
Germain APM	50%	50%	0.4	100%	0%	0%	N/A	3
Raygun	83%	17%	0.3	88%	0%	0%	12	1
Lightstep	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Catchpoint	75%	25%	3.3	67%	22%	0%	37	N/A
Netreo	22%	78%	0.8	63%	13%	25%	N/A	7
Rigor	73%	27%	0.6	100%	0%	0%	7	12
IT-Conductor	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Instrumental	88%	13%	0.3	100%	0%	0%	17	N/A
PRTG	9%	91%	1.4	100%	0%	0%	3	12
Splunk Cloud	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SolarWinds Web Performance Monitor	33%	67%	0.4	86%	0%	14%	3	N/A
dotMemory	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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)

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



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

Implementation

	Depl	oyment	Implementation Time	Imp	lementation Me	thod	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
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
Micro Focus Operations Bridge	14%	86%	2.4	100%	0%	0%	17	19
Nagios XI	N/A	N/A	N/A	82%	18%	0%	N/A	N/A
SolarWinds Standard Toolset	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
Anodot	44%	56%	1.4	80%	20%	0%	17	N/A
Retrace	76%	24%	1.4	93%	7%	0%	7	5
Pepperdata	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Icinga Monitoring	30%	70%	3.1	92%	8%	0%	17	0
SolarWinds Appoptics	86%	14%	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.



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
Datadog	52%	16
LogicMonitor	77%	20
New Relic One	68%	14
Epsagon	70%	4
SolarWinds Server & Application Monitor	70%	15
Progress WhatsUp Gold	74%	16
Sumo Logic	56%	16
LogRocket	73%	7
Instana	57%	15
Microsoft System Center	76%	17
Veeam ONE	78%	15
Instabug	62%	7
Logz.io	55%	17
Pulse Secure Virtual Traffic Manager	N/A	N/A
Centreon	N/A	N/A
FusionReactor APM	64%	8

(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.



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)
Scout APM	52%	11
Atatus	91%	10
Serverless360	87%	N/A
Rollbar	85%	3
Lumigo	N/A	N/A
Germain APM	36%	22
Raygun	74%	7
Lightstep	N/A	N/A
Catchpoint	44%	20
Netreo	72%	N/A
Rigor	69%	8
IT-Conductor	N/A	N/A
Instrumental	82%	N/A
PRTG	70%	9
Splunk Cloud	N/A	N/A
SolarWinds Web Performance Monitor	87%	7
dotMemory	N/A	N/A
Google Cloud Console	N/A	N/A

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

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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)
Azure Monitor	N/A	N/A
Micro Focus SiteScope	73%	15
Google Cloud Monitoring	N/A	N/A
dotTrace	N/A	N/A
Zabbix	72%	14
Micro Focus Operations Bridge	21%	N/A
Nagios XI	N/A	N/A
SolarWinds Standard Toolset	N/A	N/A
Netdata	13%	54
Anodot	34%	26
Retrace	58%	10
Pepperdata	N/A	N/A
Icinga Monitoring	76%	9
SolarWinds Appoptics	N/A	N/A
Average	63%	15

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

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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	2,873	70,222	17,387	4.4	18,856
AppDynamics	AppDynamics	2008	N/A	1,937	78,122	22,658	4.2	33,537
Datadog	Datadog	2010	N/A	2,594	77,638	32,862	4.1	5,728
LogicMonitor	LogicMonitor	2007	N/A	769	13,536	4,990	4.5	45,428
New Relic One	New Relic	2008	\$600	2,140	68,938	70,368	4.0	6,736
Epsagon	Epsagon	2018	N/A	67	5,916	3,581	5.0	228,442
SolarWinds Server & Application Monitor	SolarWinds Worldwide	1999	N/A	2,228	71,593	20,489	3.8	12,747
Progress WhatsUp Gold	Progress	1981	\$442	3,050	40,184	52,509	3.9	18,135
Sumo Logic	Sumo Logic	2010	N/A	851	27,573	6,358	3.7	24,495
LogRocket	LogRocket, Inc.	2016	N/A	165	2,790	3,521	4.7	6,772
Instana	Instana	2015	N/A	205	4,885	3,904	4.9	208,214
Microsoft System Center	Microsoft	1975	\$143,015	198,513	14,235,771	9,470,616	4.4	21
Veeam ONE	Veeam		N/A	1	29	51,867	4.0	14,162
Instabug	Instabug	2014	N/A	121	30,308	2,986	4.5	73,467
Logz.io	Logz.io	2014	N/A	221	8,901	1,751	4.1	36,497
Pulse Secure Virtual Traffic Manager	Pulse Secure LLC	2014	N/A	449	17,474	7,035	4.0	95,113
Centreon	Centreon	2005	N/A	99	4,606	661	4.6	613,399
FusionReactor APM	Intergral	1998	N/A	26	199	7,968	4.8	4,046,507

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

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Market Presence

	Seller Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Scout APM	Scout APM	2008	N/A	30	1,315	1,192	0.0	82,661
Atatus	Atatus	2014	N/A	8	330	55	N/A	169,217
Serverless360	Kovai Limited	2009	N/A	169	9,955	2,116	4.8	155,274
Rollbar	Rollbar	2012	N/A	76	1,937	4,298	5.0	32,588
Lumigo	Lumigo	2018	N/A	39	1,654	1,592	5.0	356,457
Germain APM	germain APM	2006	N/A	36	954	204	N/A	893,610
Raygun	Raygun	2007	N/A	37	3,434	2,872	4.2	81,996
Lightstep	LightStep	2015	N/A	97	3,499	2,746	N/A	210,892
Catchpoint	Catchpoint	2008	N/A	281	9,712	4,821	4.4	65,350
Netreo	Netreo	2000	N/A	66	1,949	8,803	4.2	619,260
Rigor	Rigor		N/A	10	3,034	4,980	4.9	92,857
IT-Conductor	IT-Conductor	2014	N/A	1	1	41	N/A	N/A
Instrumental	Expected Behavior	2006	N/A	9	92	359	4.0	5,514,112
PRTG	Paessler AG	1997	N/A	234	10,087	4,784	4.4	31,628
Splunk Cloud	Splunk	2003	\$2,229	7,473	352,197	69,713	4.2	13,906
SolarWinds Web Performance Monitor	SolarWinds Worldwide	1999	N/A	2,228	71,593	20,489	3.8	12,747
dotMemory	JetBrains	2000	N/A	1,128	200,168	149,650	4.9	1,837
Google Cloud Console	Google	1998	\$182,527	234,032	21,374,640	23,064,911	4.5	1

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

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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	\$143,015	198,513	14,235,771	9,470,616	4.4	21
Micro Focus SiteScope	Micro Focus	1976	\$3,001,000	9,595	96,733	39,494	3.5	20,361
Google Cloud Monitoring	Google	1998	\$182,527	234,032	21,374,640	23,064,911	4.5	1
dotTrace	JetBrains	2000	N/A	1,128	200,168	149,650	4.9	1,837
Zabbix	Zabbix LLC	2005	N/A	74	24,174	8,623	3.0	39,146
Micro Focus Operations Bridge	Micro Focus	1976	\$3,001,000	9,595	96,733	39,494	3.5	20,361
Nagios XI	Nagios	2007	N/A	46	5,420	5,928	3.6	88,459
SolarWinds Standard Toolset	SolarWinds Worldwide	1999	N/A	2,228	71,593	20,489	3.8	12,747
Netdata	Netdata	2018	N/A	52	1,818	3,656	4.7	93,458
Anodot	Anodot	2014	N/A	106	8,527	1,133	4.3	312,820
Retrace	Stackify	2012	N/A	7	2,201	18,213	3.9	11,411
Pepperdata	Pepperdata	2012	N/A	56	2,082	730	4.4	1,312,124
Icinga Monitoring	Icinga	2018	N/A	4	535	5,803	N/A	410,438
SolarWinds Appoptics	SolarWinds Worldwide	1999	N/A	2,228	71,593	20,489	3.8	12,747

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