

Grid[®] Report for Application Performance Monitoring (APM) Summer 2020



Application Performance Monitoring (APM) Software

Contenders									Leaders
Niche									High Performers

Satisfaction

Market Presence

G2 Grid[®] Scoring

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

Application Performance Monitoring (APM) Software (continued)

Application Performance Monitoring (APM) Software Definition

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

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

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

Application Performance Monitoring (APM) Grid® Scoring Description

Products shown on the Grid® for Application Performance Monitoring (APM) have received a minimum of 10 reviews/ratings in data gathered by June 02, 2020. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, vendor 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](#), [New Relic APM](#), [Splunk Enterprise](#), [AppDynamics](#), [Sumo Logic](#), [SolarWinds Server & Application Monitor](#), [Microsoft System Center](#), and [Datadog](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [LogicMonitor](#), [Logz.io](#), [Instana](#), [Pulse Secure Virtual Traffic Manager](#), [FusionReactor APM](#), [LogRocket](#), [Catchpoint](#), [PRTG Network Monitor](#), [Atatus](#), [Graylog](#), [SolarWinds Web Performance Monitor](#), [Scout APM](#), [Rigor](#), [dotMemory](#), [Nagios XI](#), [Rollbar](#), 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: [Red Hat OpenShift Container Platform](#) and [Splunk Cloud](#)
- ▶ 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: [Azure Application Insights](#), [New Relic Synthetics](#), [Google Stackdriver Monitoring](#), [Google Cloud Console](#), [SolarWinds Standard Toolset](#), [Anodot](#), [New Relic Browser](#), [Retrace](#), [New Relic Alerts](#), [dotTrace](#), [Micro Focus Operations Bridge \(OpsBridge\)](#), [Zabbix](#), [Icinga Monitoring](#), [New Relic Infrastructure](#), [Scalyr](#), [SolarWinds Appoptics](#), and [SignalFx](#)



Grid® Scores for Application Performance Monitoring (APM)

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

Leaders

	# of Reviews	Satisfaction	Market Presence	G2 Score
Dynatrace	738	99	97	98
New Relic	203	79	91	85
Splunk Enterprise	157	79	87	83
AppDynamics	164	80	82	81
Sumo Logic	121	88	73	80
SolarWinds Server & Application Monitor	228	86	74	80
Microsoft System Center	245	72	84	78
Datadog	104	64	87	76

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

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



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

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

High Performers

	# of Reviews	Satisfaction	Market Presence	G2 Score
LogicMonitor	42	79	50	65
Logz.io	32	84	37	60
Instana	47	83	37	60
Pulse Secure Virtual Traffic Manager	57	76	42	59
FusionReactor APM	58	91	26	58
LogRocket	19	81	26	53
Catchpoint	14	71	28	50
PRTG	45	54	44	49
Atatus	21	88	9	48
Graylog	35	56	33	45
SolarWinds Web Performance Monitor	17	53	37	45
Scout APM	20	83	6	44
Rigor	20	71	17	44
dotMemory	13	52	34	43
Nagios XI	29	57	29	43
Rollbar	13	69	17	43
Instrumental	12	75	7	41

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

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



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

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

Contenders

	# of Reviews	Satisfaction	Market Presence	G2 Score
Red Hat OpenShift Container Platform	31	45	58	52
Splunk Cloud	12	47	56	51

Niche

Azure Application Insights	13	37	48	42
New Relic Synthetics	10	43	40	42
Google Stackdriver Monitoring	22	39	42	40
Google Cloud Console	29	35	44	40
SolarWinds Standard Toolset	10	39	31	35
Anodot	16	49	14	31
New Relic Browser	13	19	43	31
Retrace	39	38	23	31
New Relic Alerts	13	14	48	31
dotTrace	16	20	39	30
Micro Focus Operations Bridge	10	17	36	26
Zabbix	57	13	37	25
Icinga Monitoring	16	41	7	24
New Relic Infrastructure	11	6	39	23
Scalyr	13	37	8	22
SolarWinds Appoptics	14	18	23	20
SignalFx	14	7	10	9

* 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 vendors, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates products and vendors 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 2020 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through June 02, 2020. 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 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 June 02, 2020. The ratings may change as the products are further developed, the vendors 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 vendors 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 vendors 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. Vendors 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.



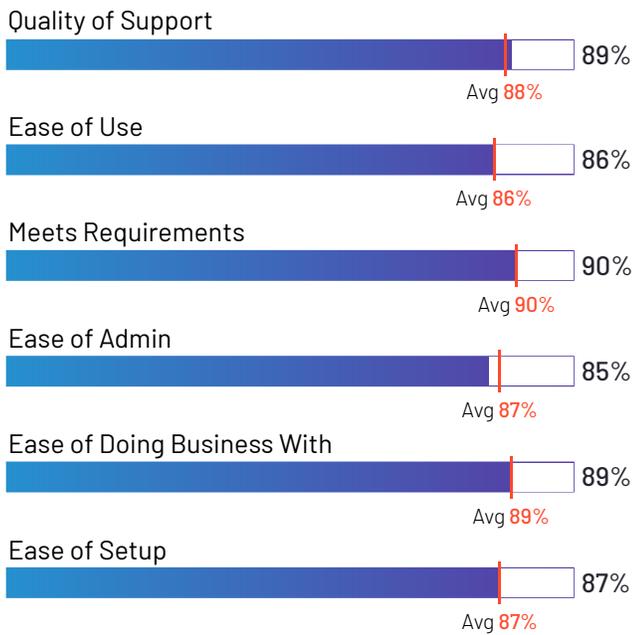
Dynatrace

4.5 ★★★★★ (937)

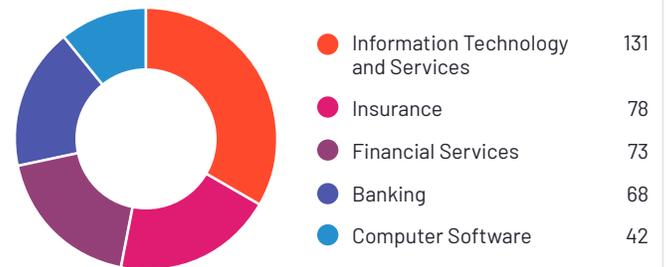


Dynatrace has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Dynatrace has the largest Market Presence and received the highest Satisfaction score among products in Application Performance Monitoring (APM). 98% of users rated it 4 or 5 stars, 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 AIOps Platforms, Container Monitoring, Session Replay, ServiceNow Store Apps, Cloud Infrastructure Monitoring, and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Dynatrace



HQ Location
Waltham, MA



Year Founded
2005



Employees (Listed On LinkedIn™)
2267



Company Website
www.dynatrace.com



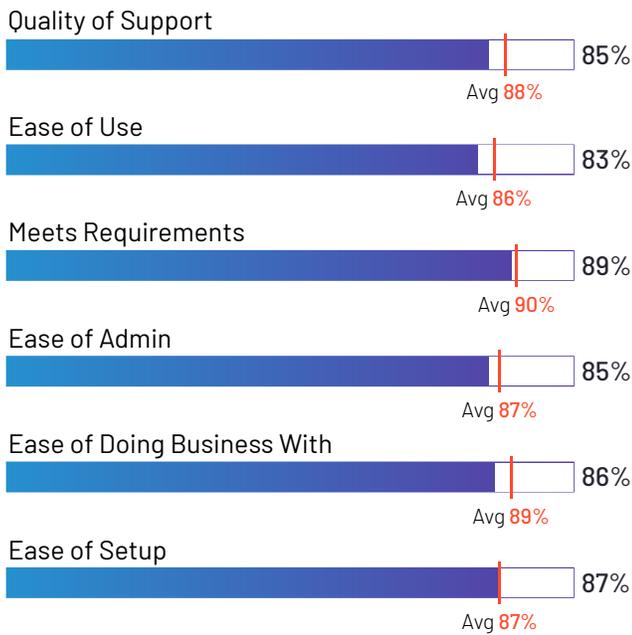
New Relic APM

4.3 ★★★★★ (208)

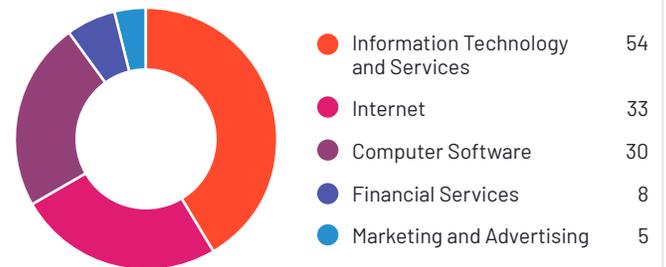


New Relic APM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic at a rate of 85%.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2185



Company Website
newrelic.com



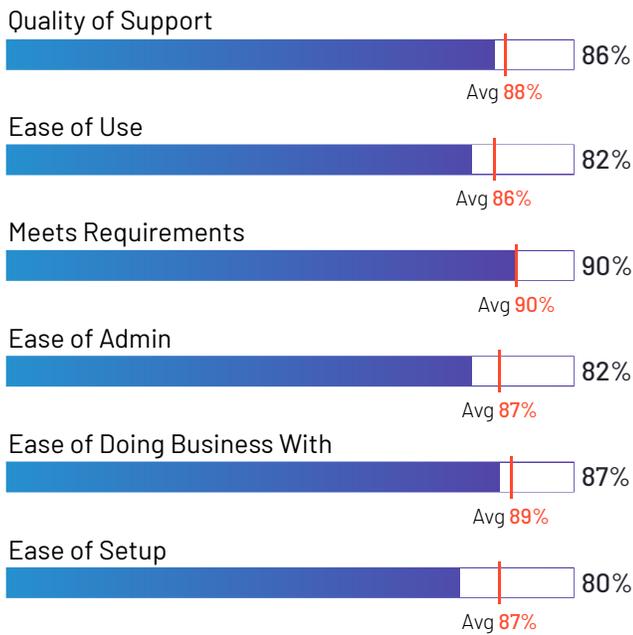
Splunk Enterprise

4.2 ★★★★★ (267)

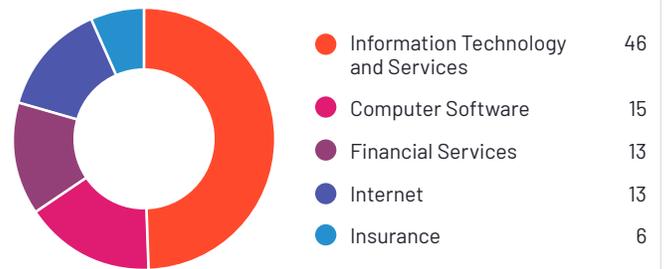


Splunk Enterprise has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 93% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk Enterprise at a rate of 85%. Splunk Enterprise is also in the Hardware Monitoring, Big Data Analytics, Log Analysis, ServiceNow Store Apps, AIOps Platforms, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
6322



Company Website
www.splunk.com



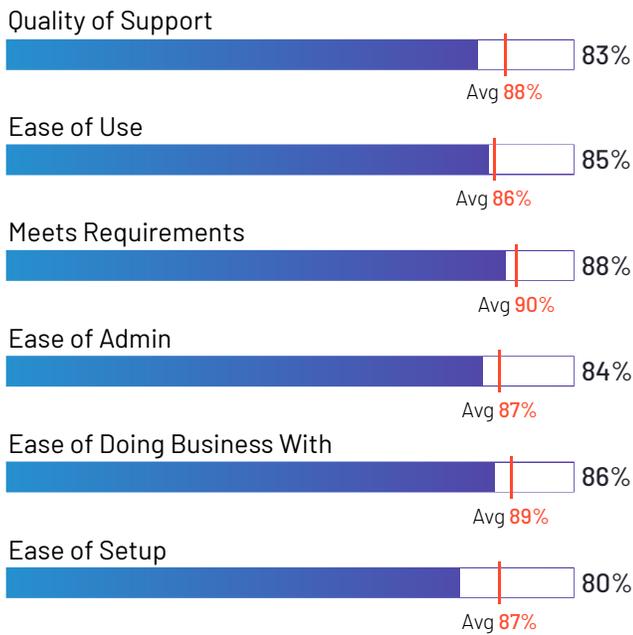
AppDynamics

4.2 ★★★★★ (204)



AppDynamics 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, 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 84%. AppDynamics is also in the AIOps Platforms, Container Monitoring, and ServiceNow Store Apps categories.

Satisfaction Ratings



Top Industries Represented



Ownership
AppDynamics



HQ Location
San Francisco, CA



Year Founded
2008



Employees (Listed On LinkedIn™)
2056



Company Website
www.appdynamics.com



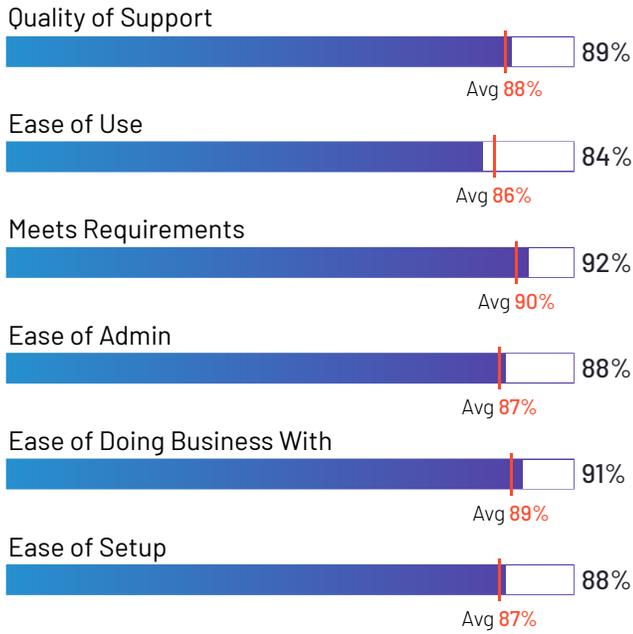
Sumo Logic

4.3 ★★★★★ (233)

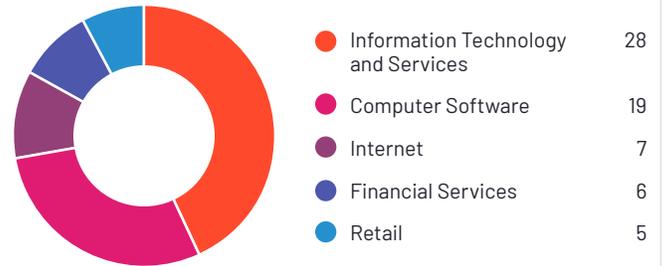


Sumo Logic has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Sumo Logic at a rate of 87%. Sumo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

Satisfaction Ratings



Top Industries Represented



Ownership
Sumo Logic



HQ Location
Redwood City, CA



Year Founded
2010



Employees (Listed On LinkedIn™)
822



Company Website
www.sumologic.com



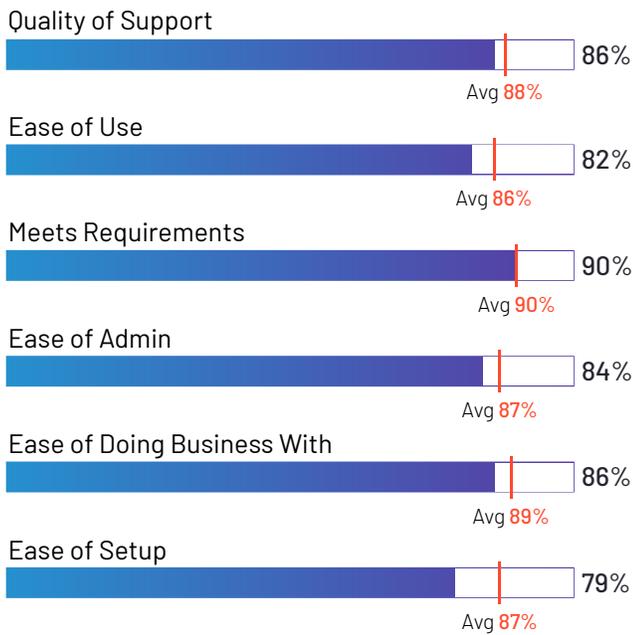
SolarWinds Server & Application Monitor

4.3 ★★★★★ (240)



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.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2458



Company Website
www.solarwinds.com



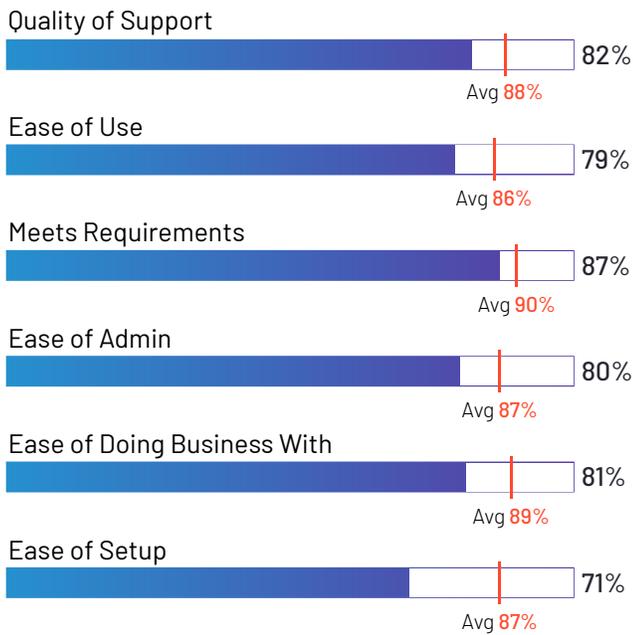
Microsoft System Center

4.1 ★★★★★ (519)

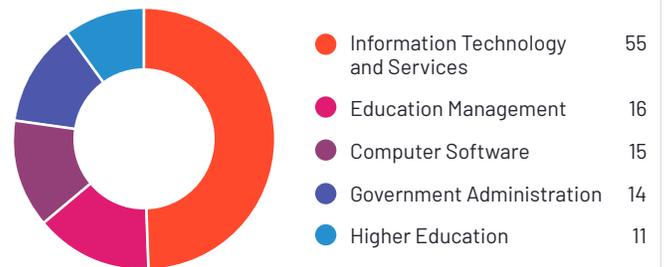


Microsoft System Center has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% of users rated it 4 or 5 stars, 77% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft System Center at a rate of 82%. Microsoft System Center is also in the Server Monitoring, Network Monitoring, IT Process Automation, and IT Service Management (ITSM) Tools categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
176443



Company Website
news.microsoft.com



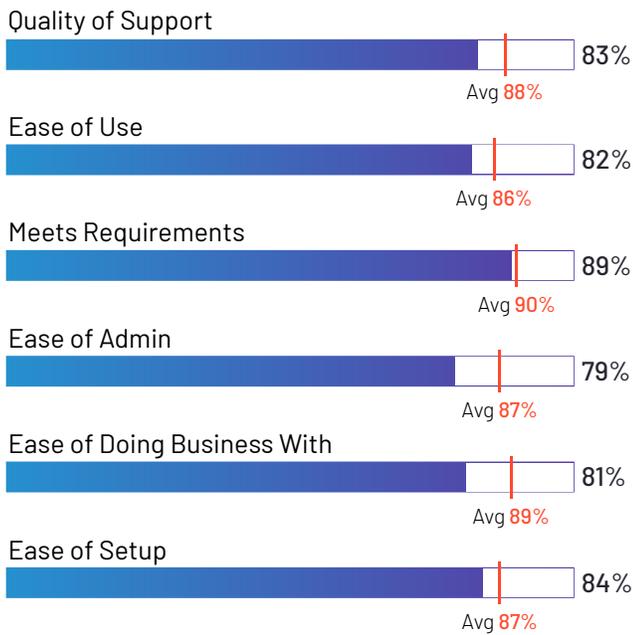
Datadog

4.2 ★★★★★ (209)

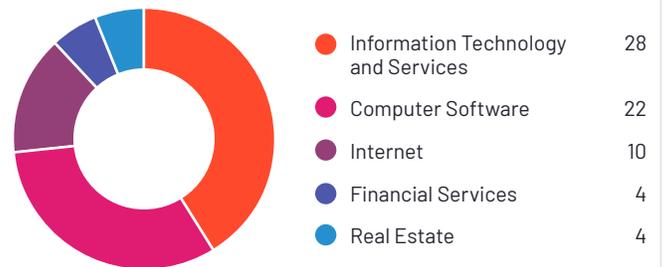


Datadog has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Datadog at a rate of 85%. Datadog is also in the Network Monitoring, API Marketplace, Log Analysis, Container Monitoring, Cloud Infrastructure Monitoring , Database Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Datadog



HQ Location
New York, NY



Year Founded
2010



Employees (Listed On LinkedIn™)
1735



Company Website
www.datadoghq.com



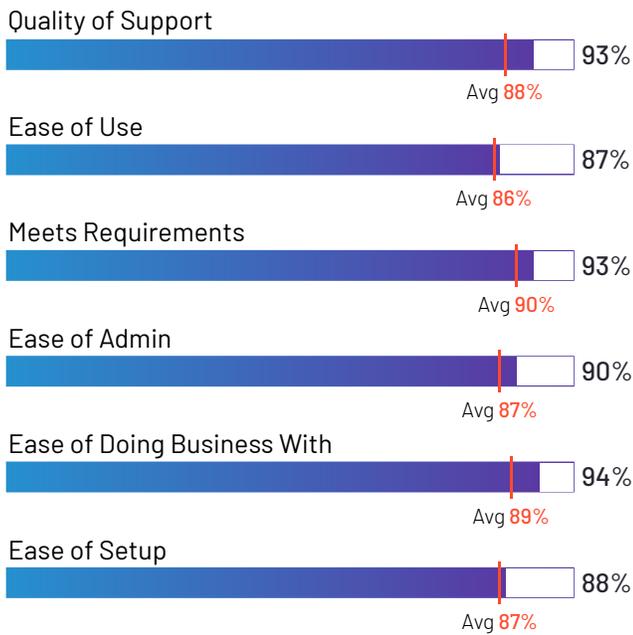
LogicMonitor

4.5 ★★★★★ (192)

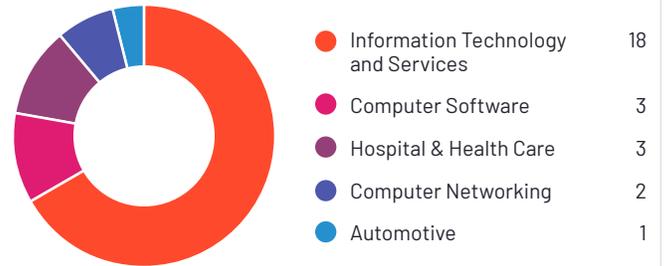


LogicMonitor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend LogicMonitor at a rate of 89%. LogicMonitor is also in the Enterprise Monitoring, Network Monitoring, Container Monitoring, ServiceNow Store Apps, Cloud Infrastructure Monitoring, Website Monitoring, and AIOps Platforms categories.

Satisfaction Ratings



Top Industries Represented



Ownership
LogicMonitor



HQ Location
Santa Barbara, CA



Year Founded
2007



Employees (Listed On LinkedIn™)
600



Company Website
www.logicmonitor.com



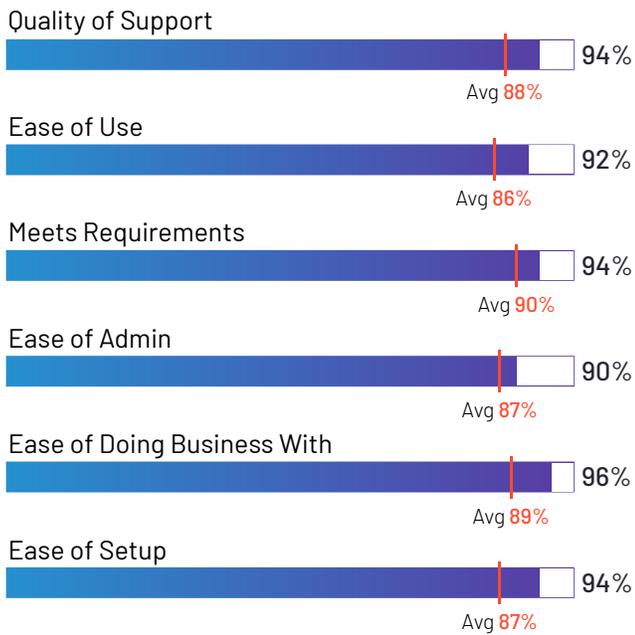
Logz.io

4.6 ★★★★★ (91)



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. 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 Logz.io at a rate of 95%. Logz.io is also in the Cloud Infrastructure Monitoring, Security Information and Event Management (SIEM), and Log Analysis categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Logz.io



HQ Location
Boston, MA



Year Founded
2014



Employees (Listed On LinkedIn™)
224



Company Website
logz.io



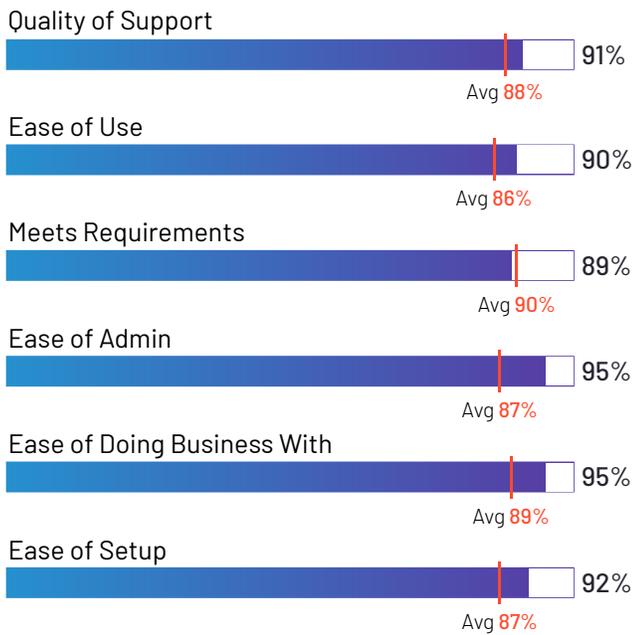
Instana

4.5 ★★★★★ (58)



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, 91% 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, Cloud Infrastructure Monitoring , and AIOps Platforms categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Instana



HQ Location
Chicago, IL



Year Founded
2015



Employees (Listed On LinkedIn™)
158



Company Website
www.instana.com



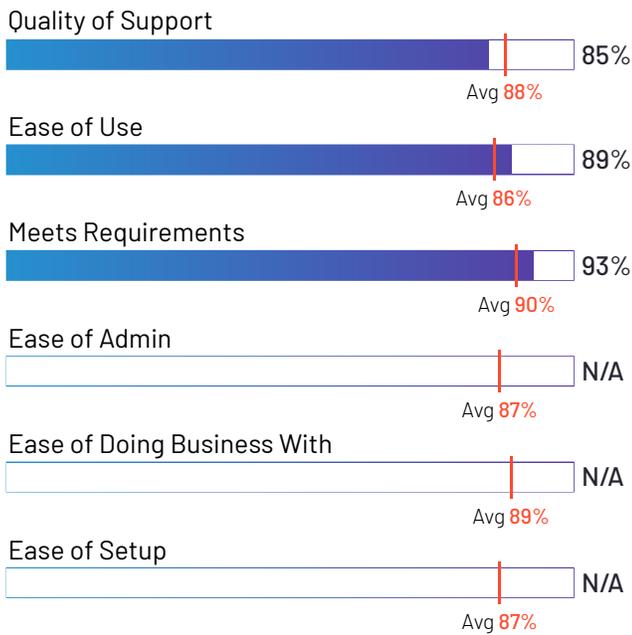
Pulse Secure Virtual Traffic Manager

4.3 ★★★★★ (62)

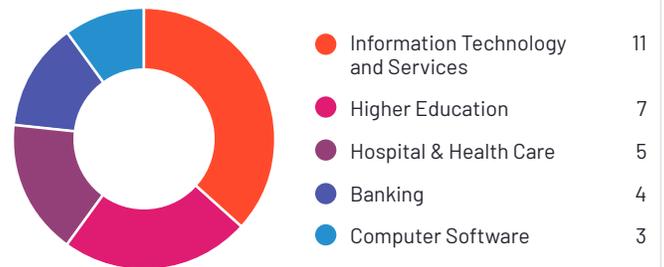


Pulse Secure Virtual Traffic Manager has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 89% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they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

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership Pulse Secure LLC</p>	<p>HQ Location San Jose, CA</p>	<p>Year Founded 2014</p>	<p>Employees (Listed On LinkedIn™) 624</p>	<p>Company Website pulsesecure.net</p>
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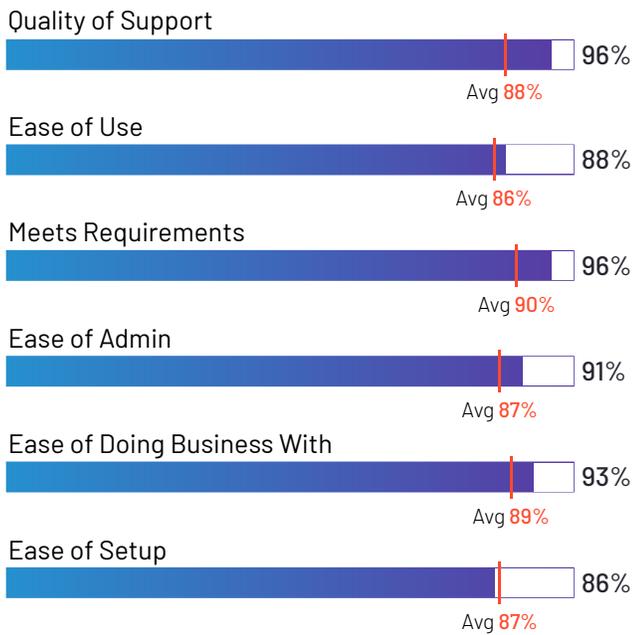
FusionReactor APM

4.7 ★★★★★ (67)



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. 98% 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 FusionReactor APM at a rate of 95%. FusionReactor APM is also in the Network Monitoring, Digital Experience Monitoring (DEM), Database Monitoring, Server Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Integral GmbH



HQ Location
Boeblingen, Germany



Employees (Listed On LinkedIn™)
21



Company Website
www.integral.com



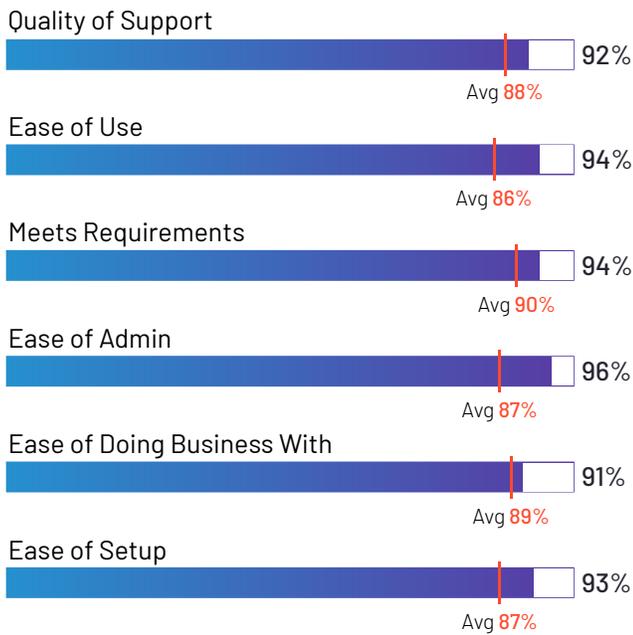
LogRocket

4.8 ★★★★★ (49)



LogRocket has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend LogRocket at a rate of 97%. LogRocket is also in the Bug Tracking and Session Replay categories.

Satisfaction Ratings



Top Industries Represented



Ownership
LogRocket, Inc.



HQ Location
Boston, MA



Year Founded
2016



Employees (Listed On LinkedIn™)
81



Company Website
logrocket.com



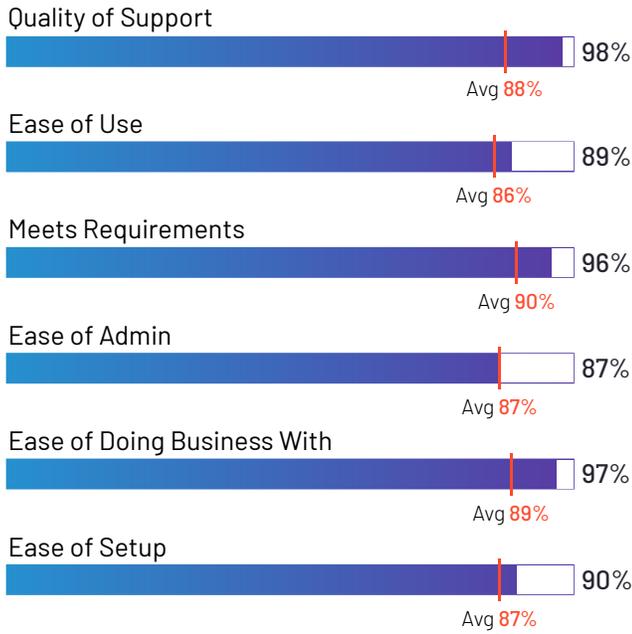
Catchpoint

4.6 ★★★★★ (29)

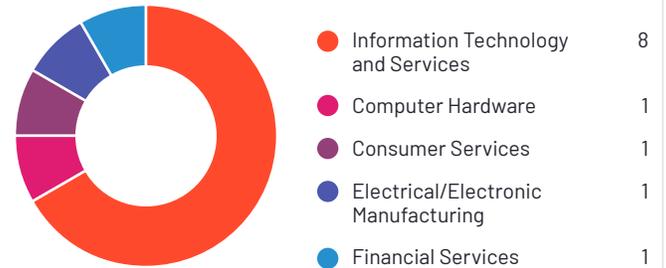


Catchpoint has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Catchpoint



HQ Location
New York, NY



Year Founded
2008



Employees (Listed On LinkedIn™)
252



Company Website
www.catchpoint.com



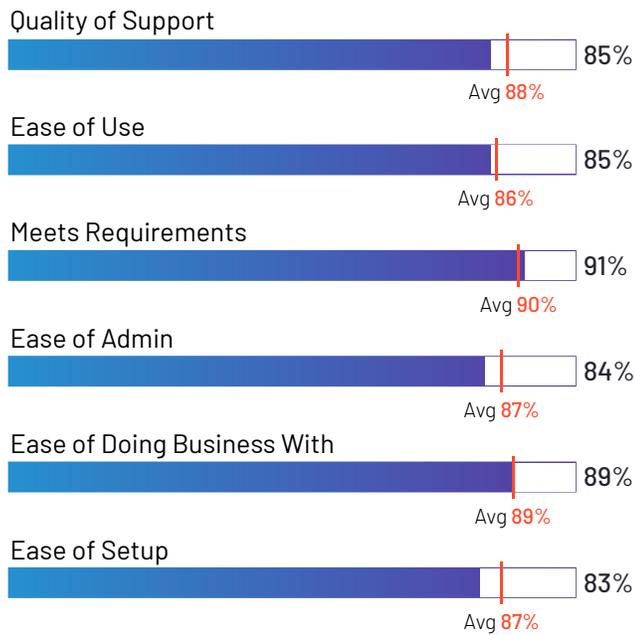
PRTG Network Monitor

4.6 ★★★★★ (50)

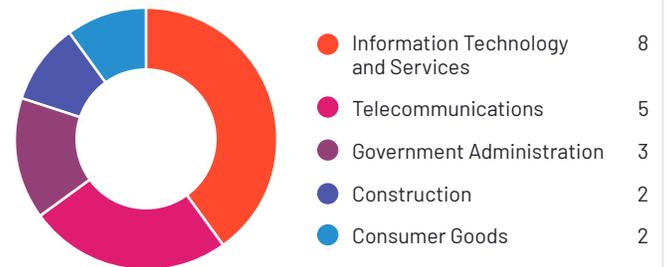


PRTG Network Monitor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend PRTG at a rate of 90%. PRTG is also in the Enterprise Monitoring, Network Monitoring, Cloud Infrastructure Monitoring, Database Monitoring, Hardware Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Paessler AG



HQ Location
Nuremberg, Germany



Year Founded
1997



Employees (Listed On LinkedIn™)
212



Company Website
www.paessler.com



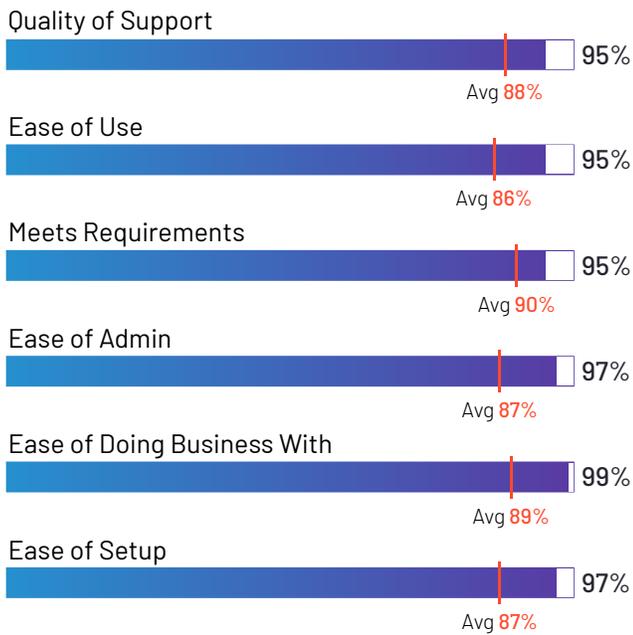
Atatus

4.8 ★★★★★ (23)

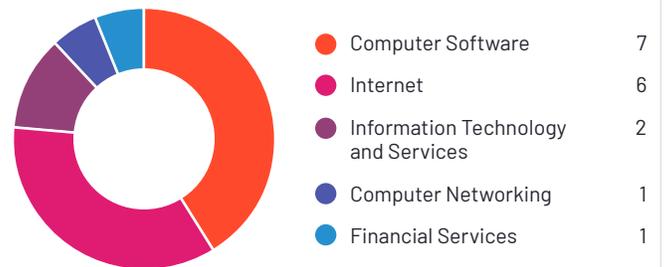


Atatus has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Atatus at a rate of 96%. Atatus is also in the Bug Tracking category.

Satisfaction Ratings



Top Industries Represented



Ownership
Atatus



Year Founded
2014



Employees (Listed On LinkedIn™)
9



Company Website
www.atatus.com



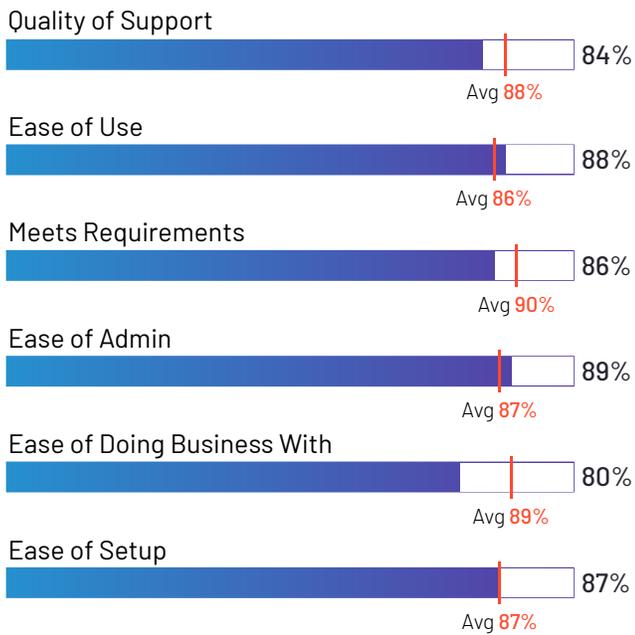
Graylog

4.4 ★★★★★ (104)



Graylog has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend Graylog at a rate of 87%. Graylog is also in the Security Information and Event Management (SIEM) and Log Analysis categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Graylog



HQ Location
Houston, TX



Year Founded
2009



Employees (Listed On LinkedIn™)
45



Company Website
www.graylog.org



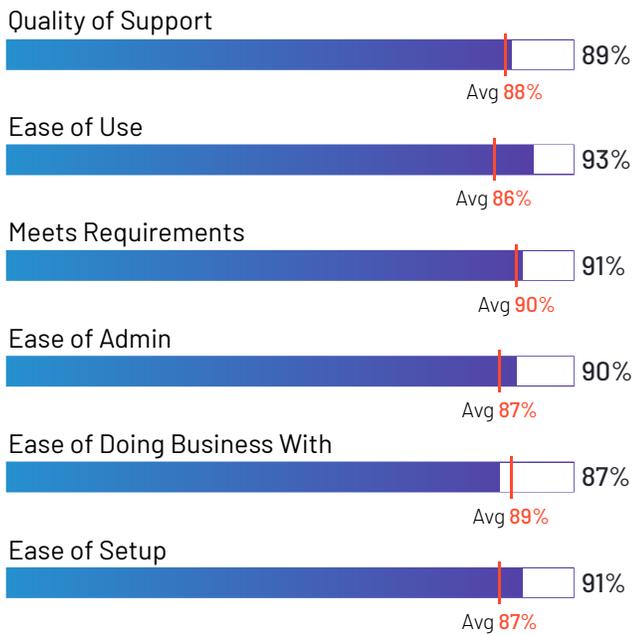
SolarWinds Web Performance Monitor

4.4 ★★★★★ (19)

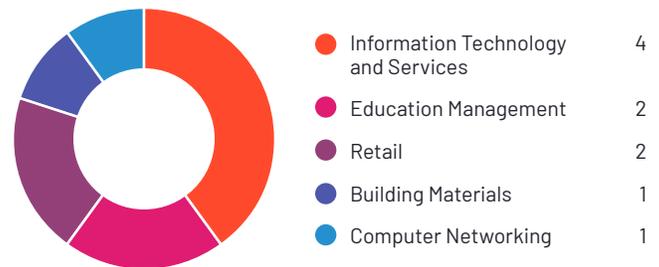


SolarWinds Web Performance Monitor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 73% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Web Performance Monitor at a rate of 88%.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2458



Company Website
www.solarwinds.com



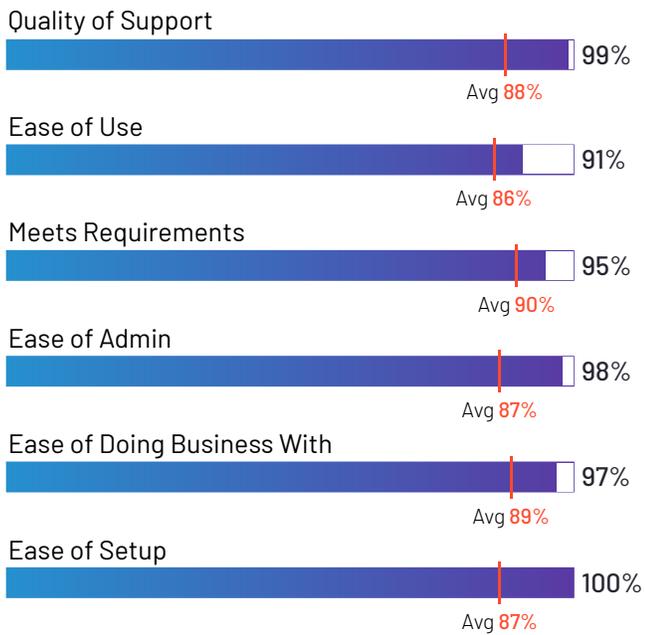
Scout APM

4.8 ★★★★★ (20)

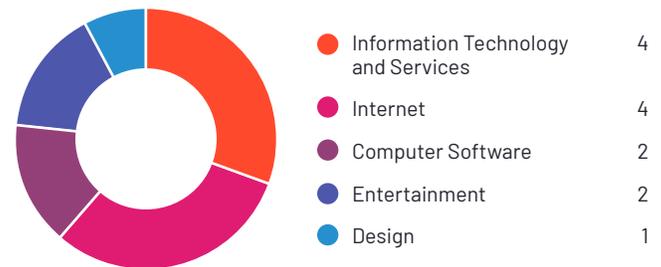


Scout APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Scout APM at a rate of 96%.

Satisfaction Ratings



Top Industries Represented



Ownership
Scout APM



HQ Location
Fort Collins, CO



Year Founded
2008



Employees (Listed On LinkedIn™)
25



Company Website
scoutapm.com



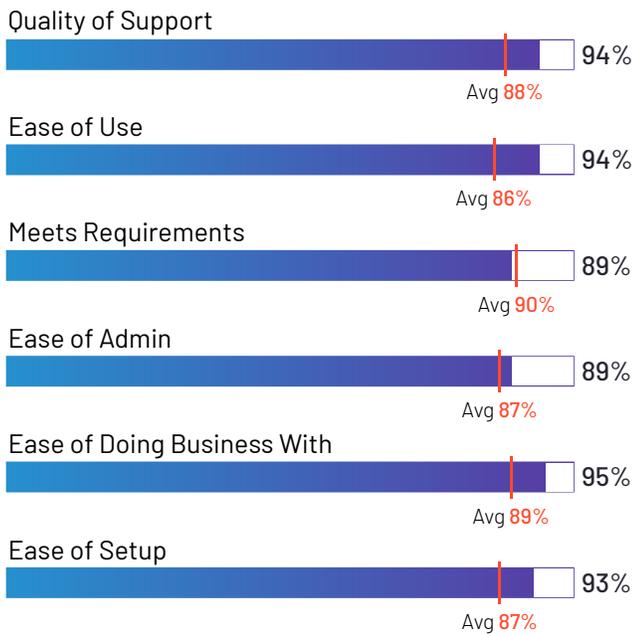
Rigor

4.7 ★★★★★ (23)

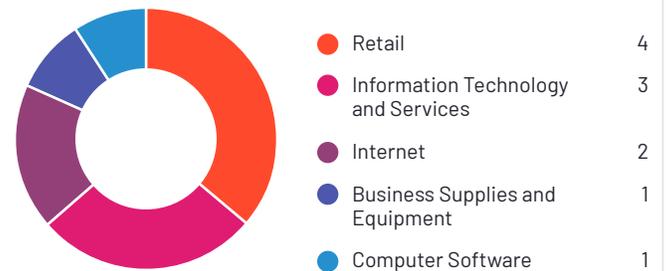


Rigor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Rigor



HQ Location
Atlanta, GA



Year Founded
2010



Employees (Listed On LinkedIn™)
50



Company Website
rigor.com



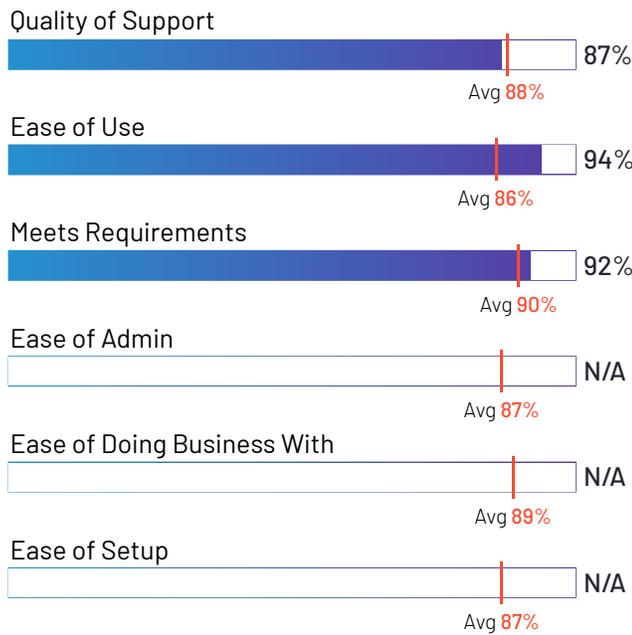
dotMemory

4.6 ★★★★★ (13)



dotMemory 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 dotMemory at a rate of 92%.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership JetBrains</p>	<p>HQ Location Prague, Czech Republic</p>	<p>Year Founded 2000</p>	<p>Employees (Listed On LinkedIn™) 893</p>	<p>Company Website www.jetbrains.com</p>
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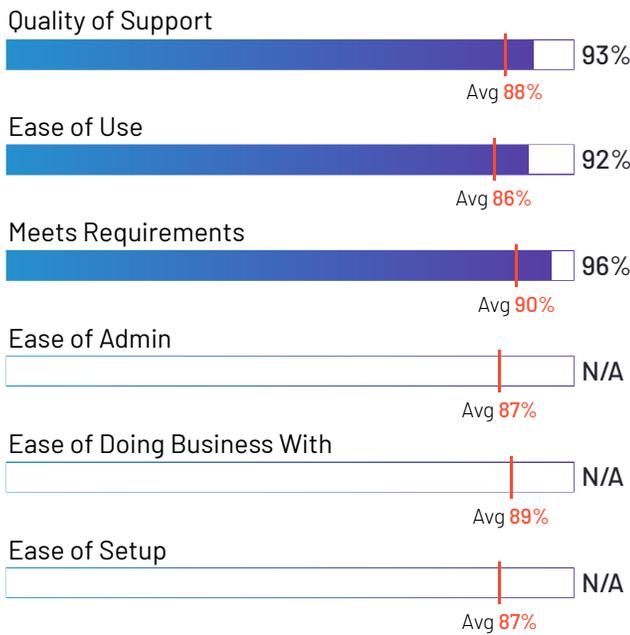
Nagios XI

4.6 ★★★★★ (34)

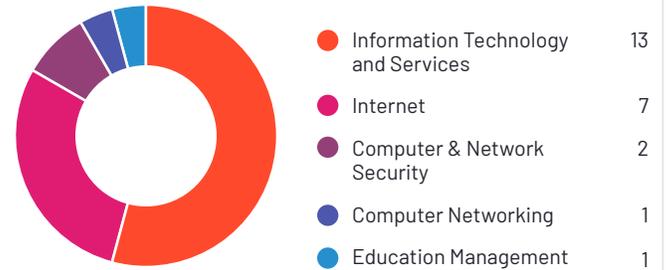


Nagios XI has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Nagios XI at a rate of 92%. Nagios XI is also in the Server Monitoring, Enterprise Monitoring, and Network Monitoring categories.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership Nagios</p>	<p>HQ Location Saint Paul, MN</p>	<p>Year Founded 2007</p>	<p>Employees (Listed On LinkedIn™) 39</p>	<p>Company Website www.nagios.com</p>
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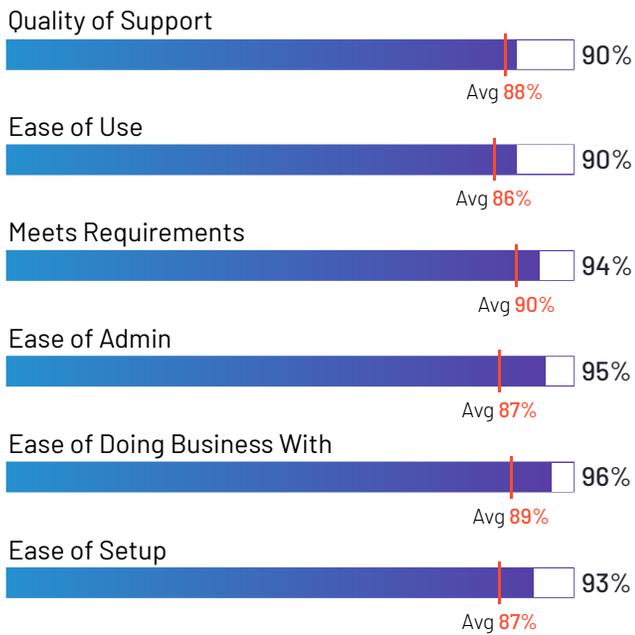
Rollbar

4.6 ★★★★★ (107)

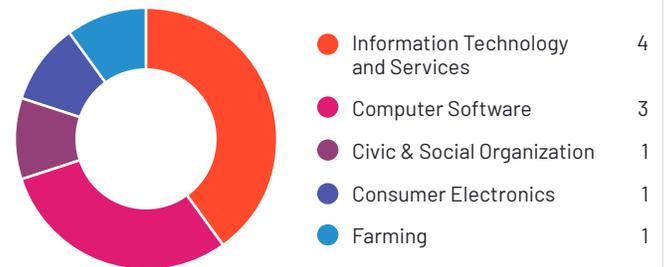


Rollbar has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Rollbar at a rate of 94%. Rollbar is also in the Bug Tracking and Mobile Crash Reporting categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Rollbar



HQ Location
San Francisco, CA



Year Founded
2012



Employees (Listed On LinkedIn™)
50



Company Website
rollbar.com



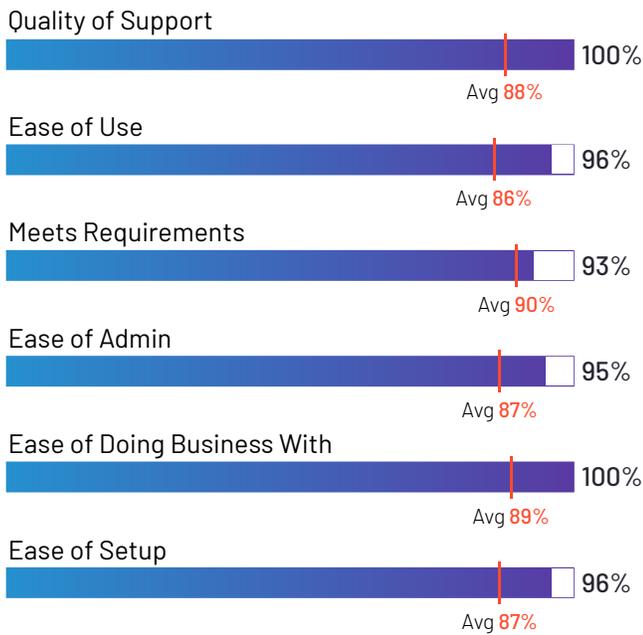
Instrumental

4.9 ★★★★★ (12)



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

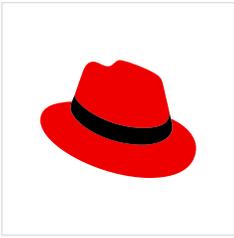
Satisfaction Ratings



Top Industries Represented



<p>Ownership Expected Behavior</p>	<p>HQ Location Indianapolis, IN</p>	<p>Year Founded 2006</p>	<p>Employees (Listed On LinkedIn™) 9</p>	<p>Company Website www.expectedbehavior.com</p>
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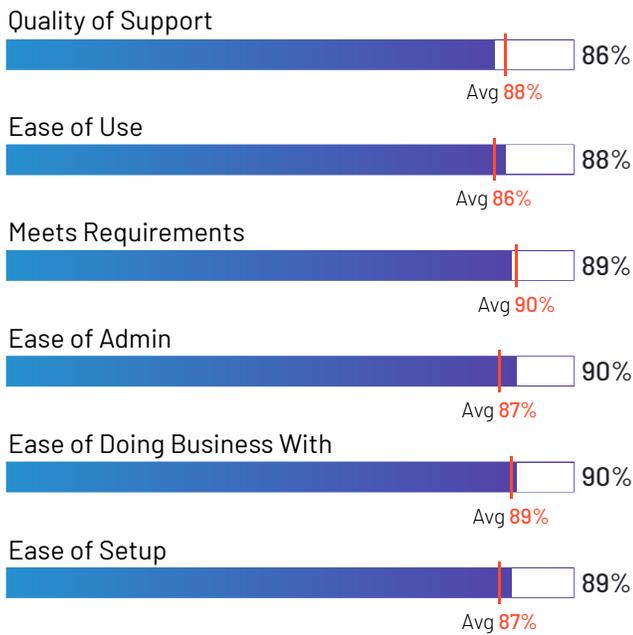


Red Hat OpenShift Container Platform

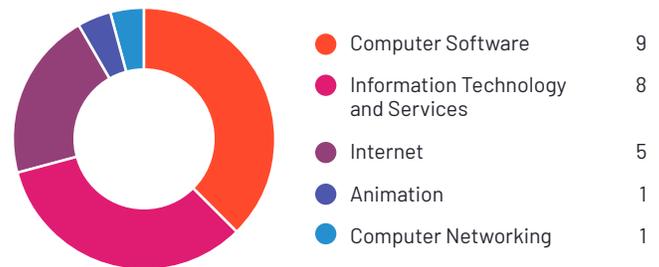
4.4 ★★★★★ (50)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Red Hat



HQ Location
Raleigh, NC



Year Founded
1993



Employees (Listed On LinkedIn™)
14929



Company Website
www.redhat.com

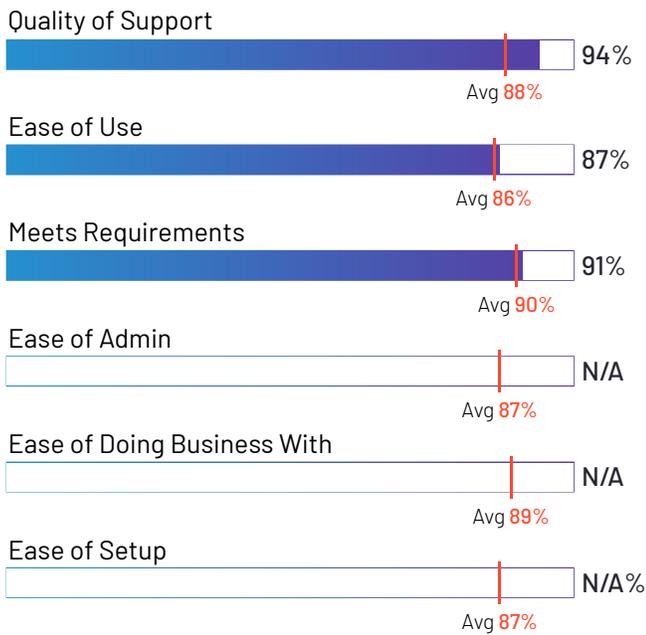


Splunk Cloud

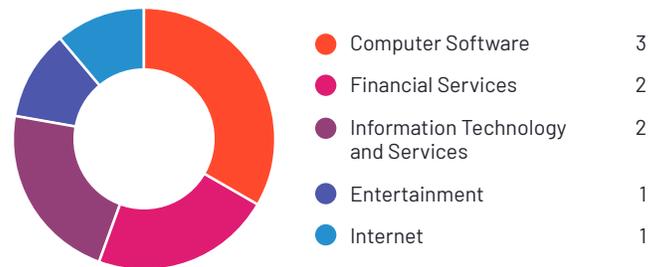
4.4 ★★★★★ (15)

Splunk Cloud has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% 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 Cloud at a rate of 88%. Splunk Cloud is also in the AIOps Platforms category.

Satisfaction Ratings

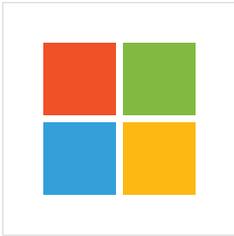


Top Industries Represented



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

<p>Ownership Splunk</p>	<p>HQ Location San Francisco, CA</p>	<p>Year Founded 2003</p>	<p>Total Revenue \$2,359 (USD MM)</p>	<p>Employees (Listed On LinkedIn™) 6322</p>	<p>Company Website www.splunk.com</p>
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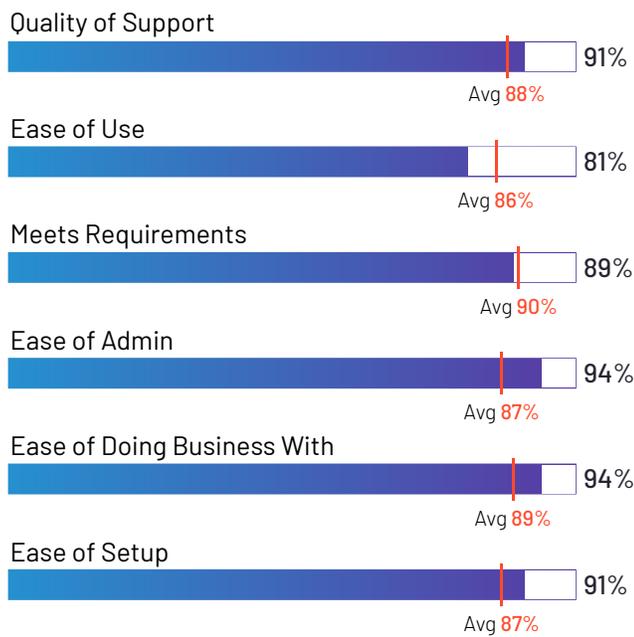


Azure Application Insights

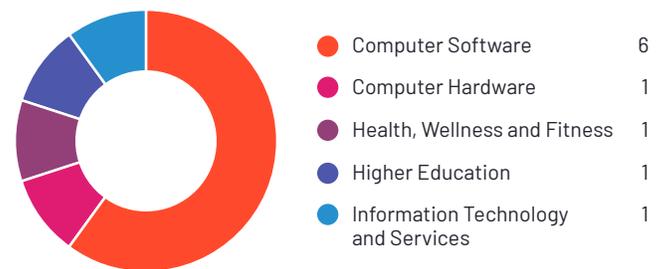
4.3 ★★★★★ (15)

Azure Application Insights 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, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Azure Application Insights at a rate of 85%.

Satisfaction Ratings



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
176443



Company Website
news.microsoft.com

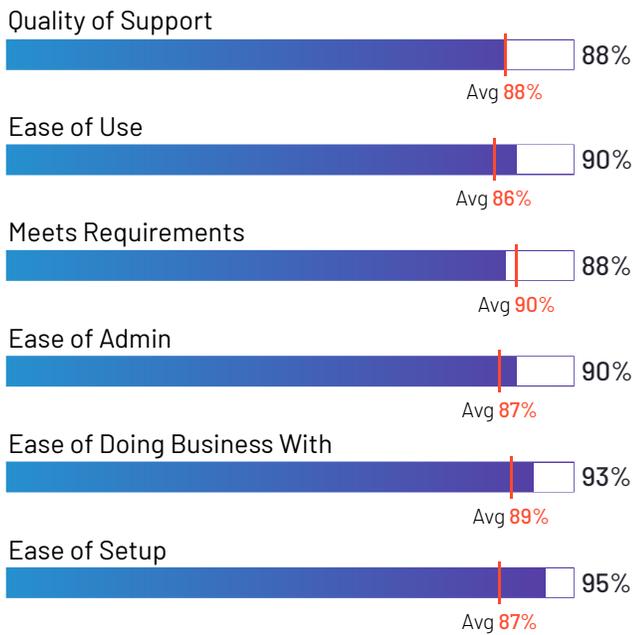


New Relic Synthetics

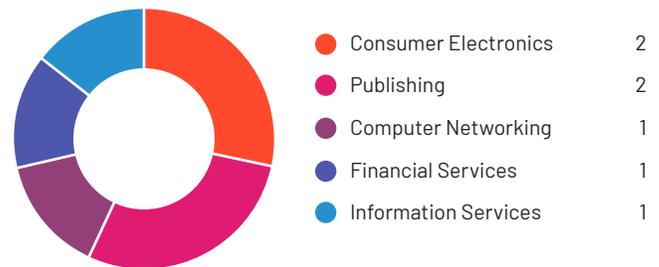
3.8 ★★★★★ (12)

New Relic Synthetics 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, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic Synthetics at a rate of 80%. New Relic Synthetics is also in the Digital Experience Monitoring (DEM) category.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2185



Company Website
newrelic.com

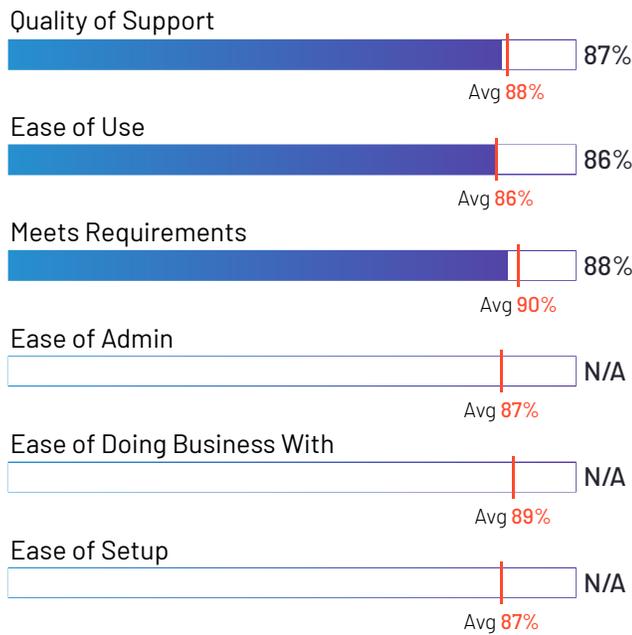


Google Stackdriver Monitoring

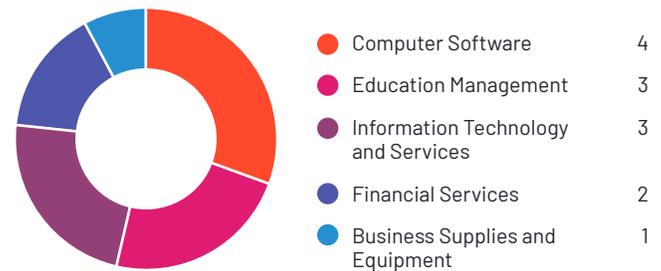
4.0 ★★★★★ (32)

Google Stackdriver 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. 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 Stackdriver Monitoring at a rate of 81%. Google Stackdriver Monitoring is also in the Cloud Infrastructure Monitoring category.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership Google</p>	<p>HQ Location Mountain View, CA</p>	<p>Year Founded 1998</p>	<p>Total Revenue \$161,857 (USD MM)</p>	<p>Employees (Listed On LinkedIn™) 193751</p>	<p>Company Website www.google.com</p>
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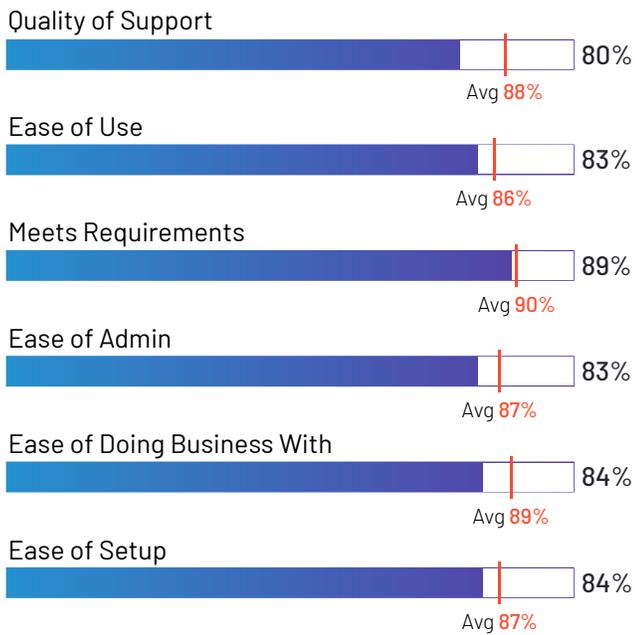


Google Cloud Console

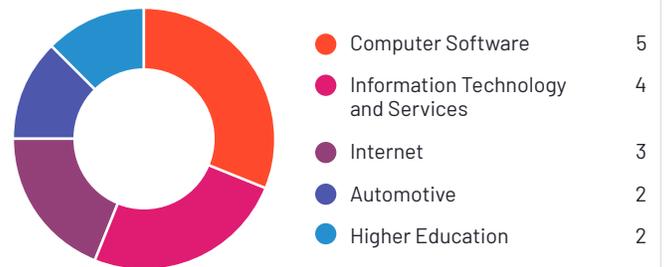
4.0 ★★★★★ (31)

Google Cloud Console 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. 86% 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 Google Cloud Console at a rate of 79%.

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™)
193751



Company Website
www.google.com

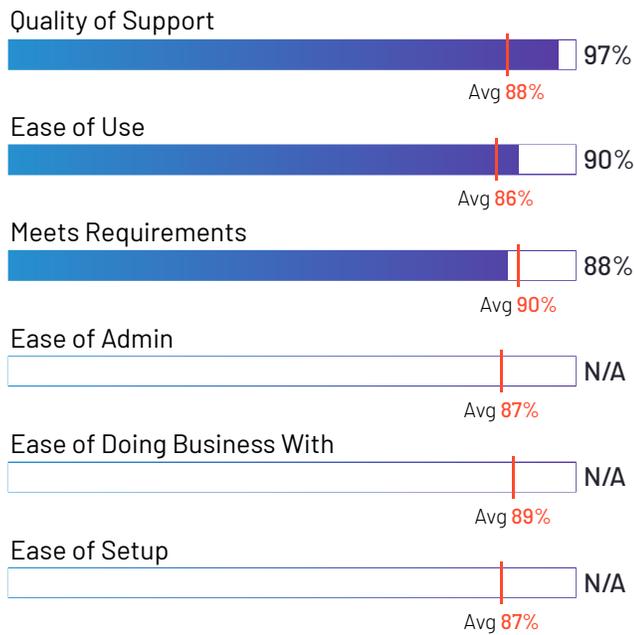


SolarWinds Standard Toolset

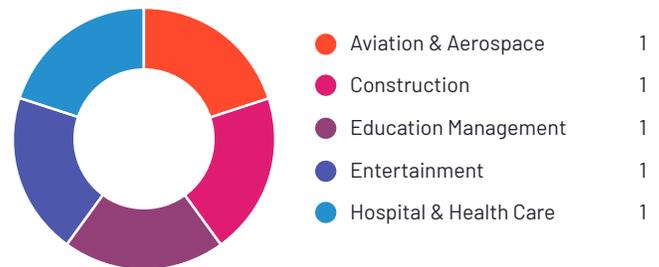
4.4 ★★★★★ (13)

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. 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 SolarWinds Standard Toolset at a rate of 88%.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership SolarWinds</p>	<p>HQ Location Austin, TX</p>	<p>Year Founded 1999</p>	<p>Employees (Listed On LinkedIn™) 2458</p>	<p>Company Website www.solarwinds.com</p>
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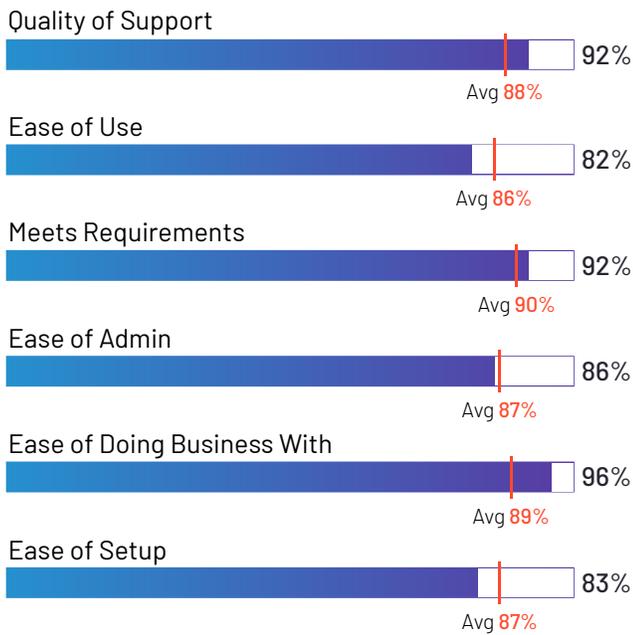


Anodot

4.4 ★★★★★ (18)

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 Digital Analytics, Log Analysis, Customer Journey Analytics, and Time Series Intelligence categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Anodot



HQ Location
Raana, Israel



Year Founded
2014



Employees (Listed On LinkedIn™)
80



Company Website
www.anodot.com

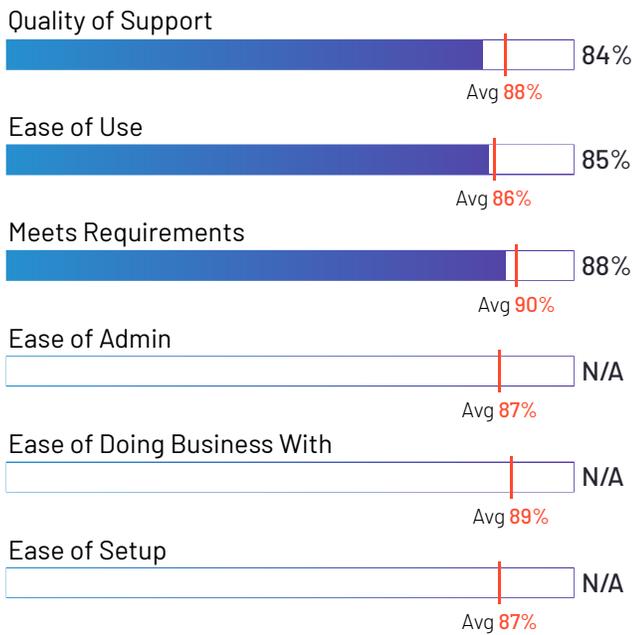


New Relic Browser

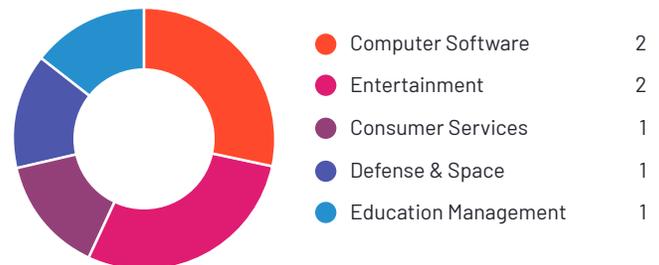
4.0 ★★★★★ (13)

New Relic Browser 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. 77% of users rated it 4 or 5 stars, 69% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic Browser at a rate of 80%.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership New Relic</p>	<p>HQ Location San Francisco, CA</p>	<p>Year Founded 2008</p>	<p>Total Revenue \$263 (USD MM)</p>	<p>Employees (Listed On LinkedIn™) 2185</p>	<p>Company Website newrelic.com</p>
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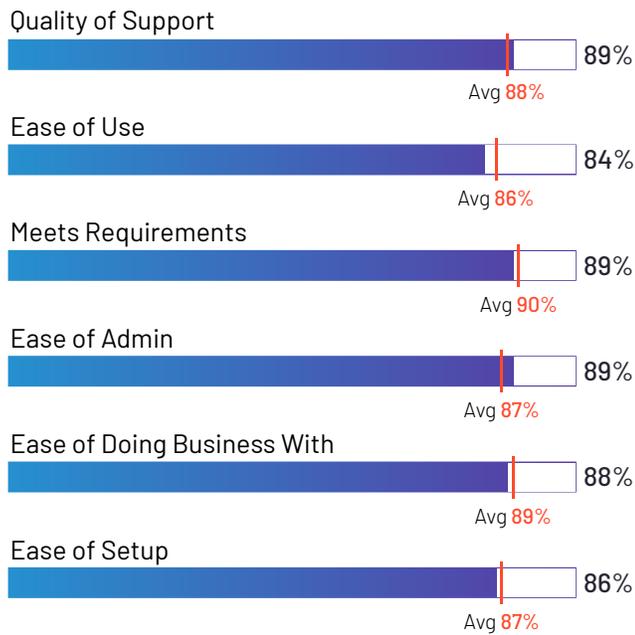


Retrace

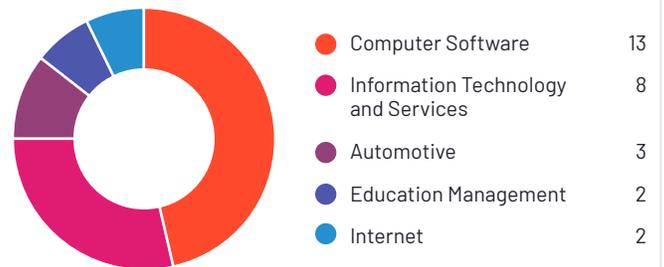
4.3 ★★★★★ (53)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Stackify



HQ Location
Leawood, KS



Year Founded
2012



Employees (Listed On LinkedIn™)
32



Company Website
stackify.com

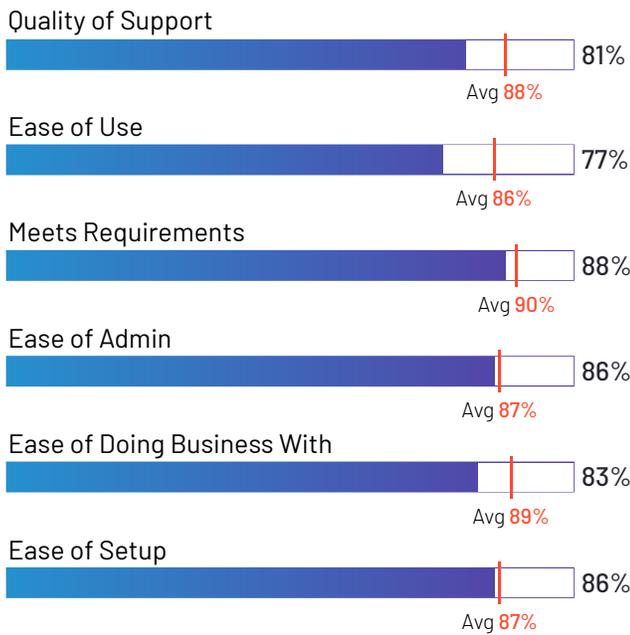


New Relic Alerts

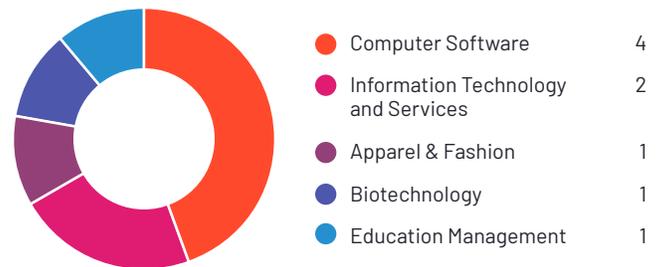
4.3 ★★★★★ (14)

New Relic Alerts 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, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic Alerts at a rate of 85%. New Relic Alerts is also in the IT Alerting category.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2185



Company Website
newrelic.com

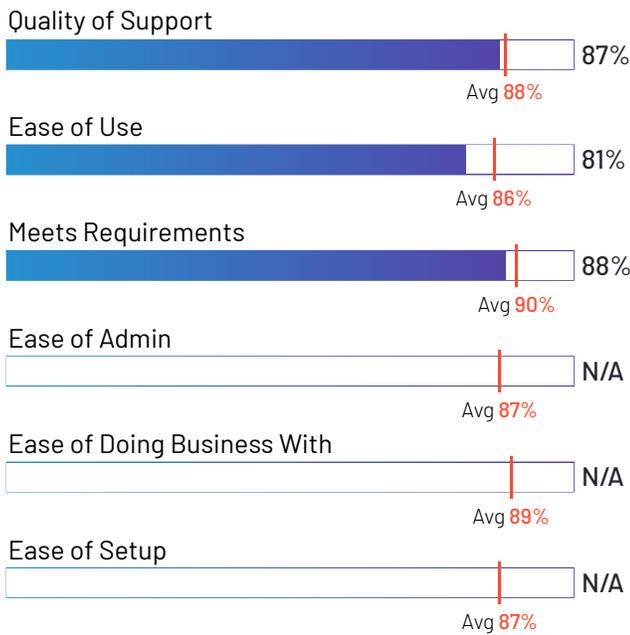


dotTrace

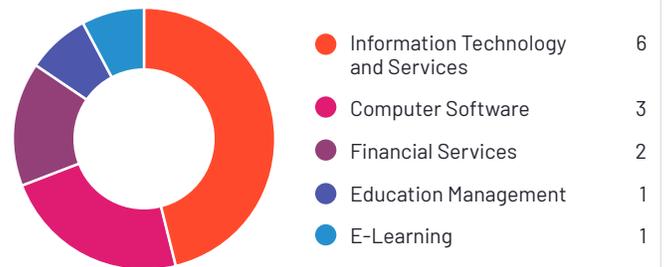
4.2 ★★★★★ (17)

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

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership JetBrains</p>	<p>HQ Location Prague, Czech Republic</p>	<p>Year Founded 2000</p>	<p>Employees (Listed On LinkedIn™) 893</p>	<p>Company Website www.jetbrains.com</p>
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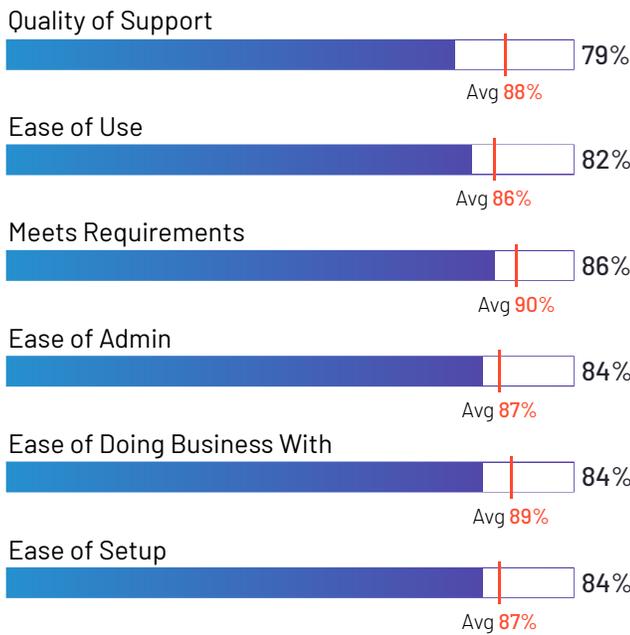


Micro Focus Operations Bridge (OpsBridge)

4.2 ★★★★★ (33)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Micro Focus



HQ Location
Newbury, Berkshire



Year Founded
1976



Total Revenue
\$4,754 (USD MM)



Employees (Listed On LinkedIn™)
9458



Company Website
www.microfocus.com

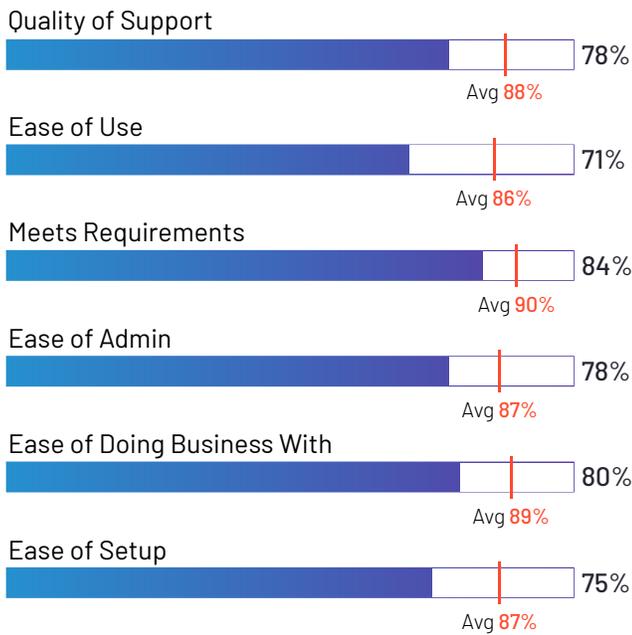


Zabbix

4.2 ★★★★★ (114)

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. 91% 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 Zabbix at a rate of 84%. Zabbix is also in the Network Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Server Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Zabbix LLC



HQ Location
Riga, Latvia



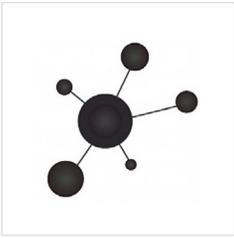
Year Founded
2005



Employees (Listed On LinkedIn™)
67



Company Website
www.zabbix.com

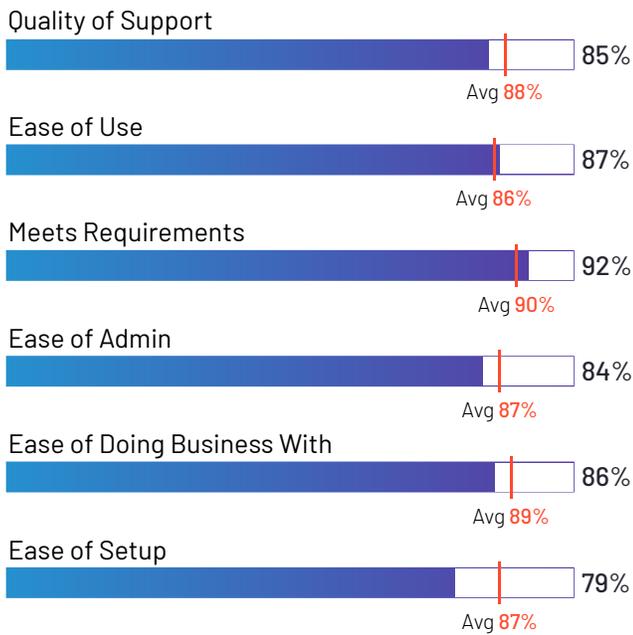


Icinga Monitoring

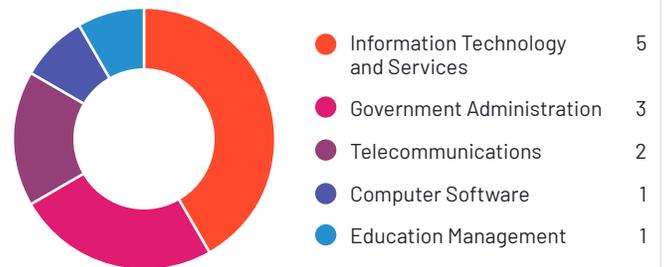
4.4 ★★★★★ (16)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Icinga



HQ Location
Nuremberg, Bavaria



Year Founded
2018



Employees (Listed On LinkedIn™)
2



Company Website
icinga.com

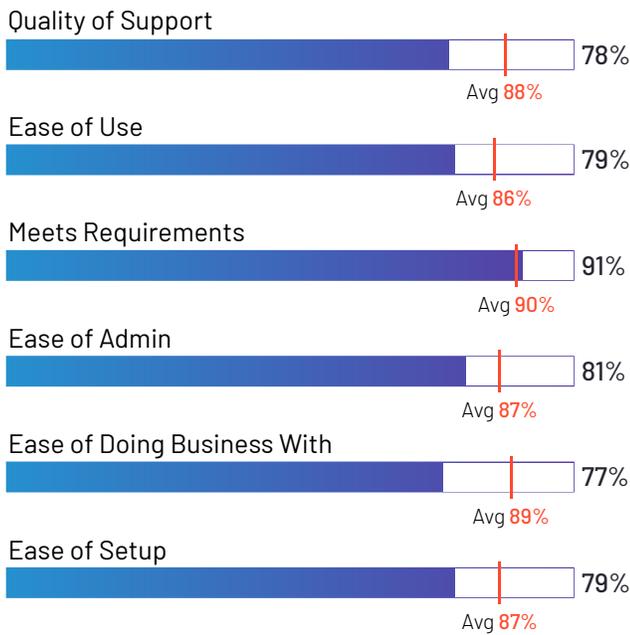


New Relic Infrastructure

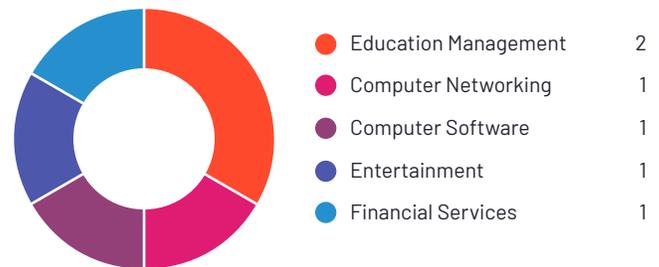
4.3 ★★★★★ (11)

New Relic Infrastructure 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. 82% 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 New Relic Infrastructure at a rate of 85%. New Relic Infrastructure is also in the Server Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2185



Company Website
newrelic.com

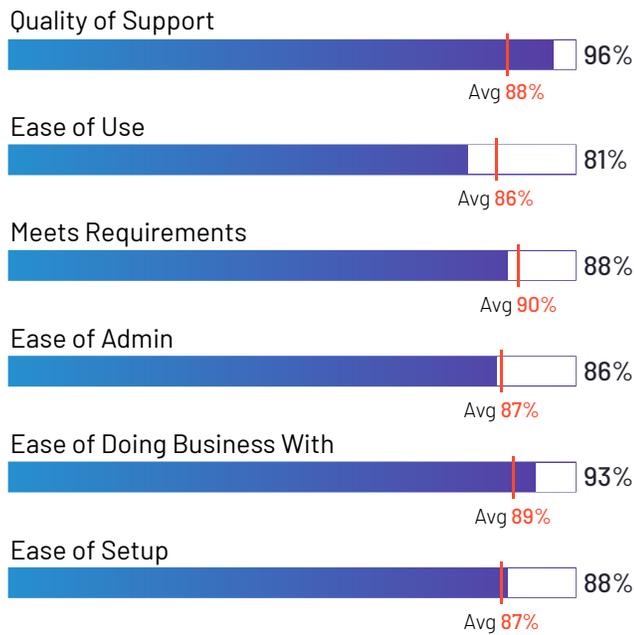


Scalyr

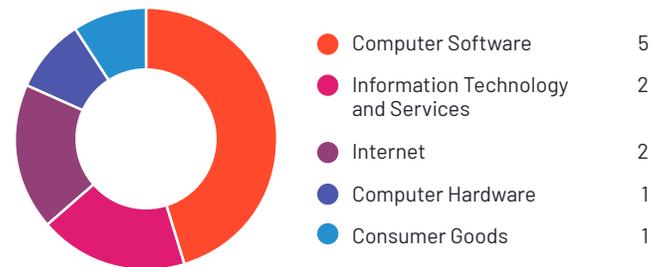
4.6 ★★★★★ (42)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Scalyr



HQ Location
San Mateo, CA



Year Founded
2011



Employees (Listed On LinkedIn™)
65



Company Website
www.scalyr.com

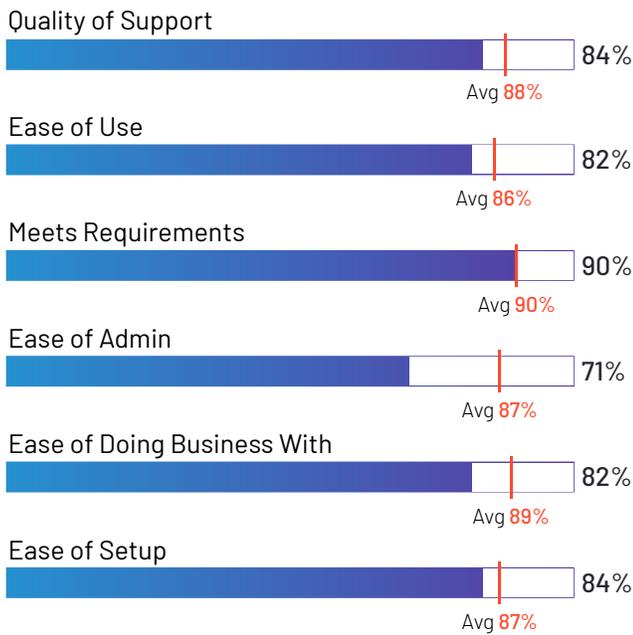


SolarWinds Appoptics

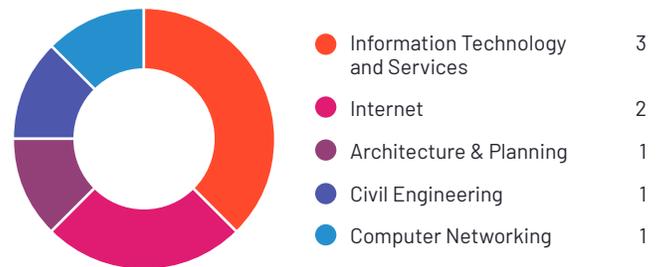
4.2 ★★★★★ (18)

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. 93% of users rated it 4 or 5 stars, 71% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Appoptics at a rate of 83%. SolarWinds Appoptics is also in the IT Alerting, Cloud Infrastructure Monitoring, and Server Monitoring categories

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2458



Company Website
www.solarwinds.com

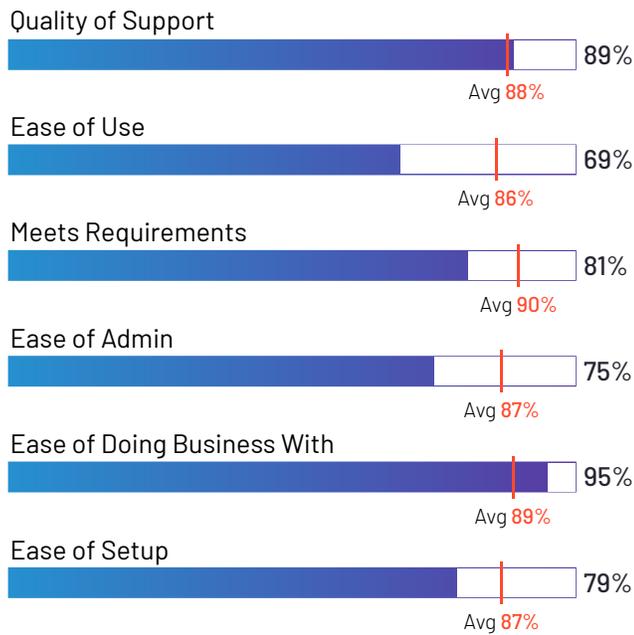


SignalFx

4.1 ★★★★★ (21)

SignalFx 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, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend SignalFx at a rate of 84%. SignalFx is also in the Enterprise Monitoring, Network Monitoring, Log Analysis, Container Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Log Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
SignalFx, Inc



HQ Location
San Francisco, California



Year Founded
2013



Employees (Listed On LinkedIn™)
100



Company Website
signalfx.com

Satisfaction Ratings for Application Performance Monitoring (APM)

G2 reviewers rated software vendors' 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%	85%	89%	89%	87%	86%	65
New Relic	85%	81%	89%	85%	86%	85%	87%	83%	46
Splunk Enterprise	85%	83%	90%	82%	87%	86%	80%	82%	41
AppDynamics	84%	83%	88%	84%	86%	83%	80%	85%	46
Sumo Logic	87%	92%	92%	88%	91%	89%	88%	84%	55
SolarWinds Server & Application Monitor	85%	83%	90%	84%	86%	86%	79%	82%	49
Microsoft System Center	82%	77%	87%	80%	81%	82%	71%	79%	31
Datadog	85%	91%	89%	79%	81%	83%	84%	82%	43
LogicMonitor	89%	94%	93%	90%	94%	93%	88%	87%	63
Logz.io	95%	89%	94%	90%	96%	94%	94%	92%	79
Instana	90%	91%	89%	95%	95%	91%	92%	90%	74
Pulse Secure Virtual Traffic Manager	86%	82%	93%	N/A	N/A	85%	N/A	89%	49
FusionReactor APM	95%	90%	96%	91%	93%	96%	86%	88%	80
LogRocket	97%	88%	94%	96%	91%	92%	93%	94%	91
Catchpoint	94%	100%	96%	87%	97%	98%	90%	89%	71
PRTG	90%	86%	91%	84%	89%	85%	83%	85%	73
Atatus	96%	95%	95%	97%	99%	95%	97%	95%	91
Graylog	87%	94%	86%	89%	80%	84%	87%	88%	57

(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 vendors' 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)
SolarWinds Web Performance Monitor	88%	73%	91%	90%	87%	89%	91%	93%	52
Scout APM	96%	89%	95%	98%	97%	99%	100%	91%	85
Rigor	94%	100%	89%	89%	95%	94%	93%	94%	81
dotMemory	92%	100%	92%	N/A	N/A	87%	N/A	94%	84
Nagios XI	92%	96%	96%	N/A	N/A	93%	N/A	92%	80
Rollbar	94%	83%	94%	95%	96%	90%	93%	90%	79
Instrumental	98%	83%	93%	95%	100%	100%	96%	96%	91
Red Hat OpenShift Container Platform	88%	87%	89%	90%	90%	86%	89%	88%	56
Splunk Cloud	88%	89%	91%	N/A	N/A	94%	N/A	87%	66
Azure Application Insights	85%	92%	89%	94%	94%	91%	91%	81%	53
New Relic Synthetics	80%	67%	88%	90%	93%	88%	95%	90%	16
Google Stackdriver Monitoring	81%	76%	88%	N/A	N/A	87%	N/A	86%	25
Google Cloud Console	79%	88%	89%	83%	84%	80%	84%	83%	24
SolarWinds Standard Toolset	88%	100%	88%	N/A	N/A	97%	N/A	90%	60
Anodot	90%	93%	92%	86%	96%	92%	83%	82%	66
New Relic Browser	80%	69%	88%	N/A	N/A	84%	N/A	85%	23
Retrace	86%	92%	89%	89%	88%	89%	86%	84%	50

(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 vendors' 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)
New Relic Alerts	85%	92%	88%	86%	83%	81%	86%	77%	57
dotTrace	83%	86%	88%	N/A	N/A	87%	N/A	81%	43
Micro Focus Operations Bridge	85%	88%	86%	84%	84%	79%	84%	82%	53
Zabbix	84%	78%	84%	78%	80%	78%	75%	71%	42
Icinga Monitoring	88%	93%	92%	84%	86%	85%	79%	87%	62
New Relic Infrastructure	85%	78%	91%	81%	77%	78%	79%	79%	45
Scalyr	91%	100%	88%	86%	93%	96%	88%	81%	71
SolarWinds Appoptics	83%	71%	90%	71%	82%	84%	84%	82%	50
SignalFx	84%	83%	81%	75%	95%	89%	79%	69%	33
Average	88%	87%	90%	87%	89%	88%	87%	86%	58

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

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

Additional Data for Application Performance Monitoring (APM)

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

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Dynatrace	4%	18%	77%
New Relic	36%	38%	25%
Splunk Enterprise	4%	31%	65%
AppDynamics	19%	33%	48%
Sumo Logic	10%	53%	38%
SolarWinds Server & Application Monitor	10%	40%	50%
Microsoft System Center	17%	37%	46%
Datadog	17%	59%	24%
LogicMonitor	21%	55%	24%
Logz.io	16%	65%	19%
Instana	11%	34%	55%
Pulse Secure Virtual Traffic Manager	12%	16%	72%
FusionReactor APM	64%	33%	3%
LogRocket	95%	5%	0%
Catchpoint	0%	14%	86%
PRTG	16%	58%	27%
Atatus	81%	14%	5%
Graylog	17%	49%	34%

(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.

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

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

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

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
SolarWinds Web Performance Monitor	35%	29%	35%
Scout APM	60%	35%	5%
Rigor	20%	45%	35%
dotMemory	23%	31%	46%
Nagios XI	3%	79%	17%
Rollbar	69%	23%	8%
Instrumental	50%	25%	25%
Red Hat OpenShift Container Platform	71%	10%	19%
Splunk Cloud	8%	25%	67%
Azure Application Insights	38%	46%	15%
New Relic Synthetics	30%	50%	20%
Google Stackdriver Monitoring	64%	27%	9%
Google Cloud Console	38%	41%	21%
SolarWinds Standard Toolset	10%	60%	30%
Anodot	25%	50%	25%
New Relic Browser	46%	23%	31%
Retrace	23%	44%	33%

(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.

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

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

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

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
New Relic Alerts	31%	38%	31%
dotTrace	31%	31%	38%
Micro Focus Operations Bridge	0%	0%	100%
Zabbix	18%	54%	28%
Icinga Monitoring	13%	38%	50%
New Relic Infrastructure	9%	55%	36%
Scalyr	38%	31%	31%
SolarWinds Appoptics	43%	21%	36%
SignalFx	21%	36%	43%
Average	29%	36%	35%

(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.

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

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

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

Implementation

	Deployment		Implementation Time	Implementation Method			Number of Users Purchased	Contract Term
	Cloud	On-Premise	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Median Number of Users Bought	Avg. Contract Term (Months)
Dynatrace	52%	48%	3.5	73%	22%	2%	37	21
New Relic	77%	23%	1.2	94%	3%	3%	7	7
Splunk Enterprise	31%	69%	2.7	79%	15%	5%	175	19
AppDynamics	54%	46%	2.8	79%	19%	2%	7	17
Sumo Logic	91%	9%	1.6	90%	10%	0%	56	9
SolarWinds Server & Application Monitor	11%	89%	1.9	86%	11%	3%	17	12
Microsoft System Center	27%	73%	3.6	76%	14%	10%	56	17
Datadog	96%	4%	2.0	73%	27%	0%	75	12
LogicMonitor	81%	19%	1.8	97%	3%	0%	17	17
Logz.io	80%	20%	1.3	93%	7%	0%	37	8
Instana	87%	13%	1.9	86%	10%	0%	37	23
Pulse Secure Virtual Traffic Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FusionReactor APM	50%	50%	0.5	95%	0%	5%	3	8
LogRocket	87%	13%	0.8	100%	0%	0%	5	1
Catchpoint	75%	25%	3.3	67%	22%	0%	37	N/A
PRTG	9%	91%	1.4	100%	0%	0%	7	13
Atatus	64%	36%	2.3	93%	7%	0%	3	4
Graylog	42%	58%	1.3	89%	7%	0%	4%	12

(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.

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



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

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

Implementation

	Deployment		Implementation Time	Implementation Method			Number of Users Purchased	Contract Term
	Cloud	On-Premise	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Median Number of Users Bought	Avg. Contract Term (Months)
SolarWinds Web Performance Monitor	33%	67%	0.4	86%	0%	14%	3	N/A
Scout APM	80%	20%	1.2	80%	20%	0%	75	3
Rigor	71%	29%	0.6	100%	0%	0%	7	12
dotMemory	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Nagios XI	N/A	N/A	N/A	82%	18%	0%	N/A	N/A
Rollbar	88%	13%	0.4	100%	0%	0%	3	1
Instrumental	88%	13%	0.3	100%	0%	0%	17	N/A
Red Hat OpenShift Container Platform	90%	10%	1.6	88%	12%	0%	3	2
Splunk Cloud	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Azure Application Insights	80%	20%	N/A	N/A	N/A	N/A	N/A	N/A
New Relic Synthetics	80%	20%	N/A	N/A	N/A	N/A	N/A	N/A
Google Stackdriver Monitoring	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
SolarWinds Standard Toolset	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Anodot	50%	50%	1.6	78%	22%	0%	17	N/A
New Relic Browser	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Retrace	76%	24%	1.4	93%	7%	0%	7	5

(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.

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

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

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

Implementation

	Deployment		Implementation Time	Implementation Method			Number of Users Purchased	Contract Term
	Cloud	On-Premise	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Median Number of Users Bought	Avg. Contract Term (Months)
New Relic Alerts	67%	33%	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
Micro Focus Operations Bridge	14%	86%	2.4	100%	0%	0%	17	19
Zabbix	38%	63%	2.5	89%	3%	8%	7	2
Icinga Monitoring	30%	70%	3.1	92%	8%	0%	17	0
New Relic Infrastructure	50%	50%	0.5	100%	0%	0%	7	5
Scalyr	83%	17%	0.2	100%	0%	0%	7	1
SolarWinds Appoptics	86%	14%	N/A	N/A	N/A	N/A	N/A	N/A
SignalFx	86%	14%	1.4	88%	13%	0%	37	15

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

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

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

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

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

User Adoption and Return on Investment (ROI)

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
Dynatrace	46%	21
New Relic	67%	12
Splunk Enterprise	63%	22
AppDynamics	51%	20
Sumo Logic	52%	14
SolarWinds Server & Application Monitor	70%	15
Microsoft System Center	77%	17
Datadog	48%	19
LogicMonitor	86%	19
Logz.io	57%	14
Instana	61%	11
Pulse Secure Virtual Traffic Manager	N/A	N/A
FusionReactor APM	59%	7
LogRocket	92%	12
Catchpoint	44%	20
PRTG	71%	10
Atatus	90%	11
Graylog	71%	12

(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.

**A blank box indicates that a vendor has selected that they do not offer that feature.

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

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

User Adoption and Return on Investment (ROI)

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
SolarWinds Web Performance Monitor	87%	7
Scout APM	N/A	4
Rigor	68%	9
dotMemory	N/A	N/A
Nagios XI	N/A	N/A
Rollbar	84%	3
Instrumental	82%	N/A
Red Hat OpenShift Container Platform	56%	9
Splunk Cloud	N/A	N/A
Azure Application Insights	N/A	N/A
New Relic Synthetics	N/A	N/A
Google Stackdriver Monitoring	N/A	N/A
Google Cloud Console	N/A	N/A
SolarWinds Standard Toolset	N/A	N/A
Anodot	24%	26
New Relic Browser	N/A	N/A
Retrace	58%	10

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

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

The table below highlights 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)
New Relic Alerts	N/A	N/A
dotTrace	N/A	N/A
Micro Focus Operations Bridge	21%	N/A
Zabbix	72%	14
Icinga Monitoring	76%	9
New Relic Infrastructure	65%	N/A
Scalyr	87%	N/A
SolarWinds Appoptics	N/A	N/A
SignalFx	76%	8
Average	65%	13

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

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

The table below highlights 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

	Vendor 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	2,267	49,583	16,684	4.5	23,042
New Relic	New Relic	2008	\$263	2,185	54,369	70,662	4.6	9,537
Splunk Enterprise	Splunk	2003	\$2,359	6,322	241,603	67,345	4.1	12,824
AppDynamics	AppDynamics	2008	N/A	2,056	64,584	22,933	4.4	22,025
Sumo Logic	Sumo Logic	2010	N/A	822	19,955	5,671	4.0	29,681
SolarWinds Server & Application Monitor	SolarWinds	1999	N/A	2,458	51,901	16,524	2.7	14,113
Microsoft System Center	Microsoft	1975	\$125,843	176,443	10,650,053	8,952,388	4.2	24
Datadog	Datadog	2010	N/A	1,735	31,722	26,254	3.7	6,990
LogicMonitor	LogicMonitor	2007	N/A	600	9,560	3,454	4.5	72,565
Logz.io	Logz.io	2014	N/A	224	7,422	1,507	4.1	42,402
Instana	Instana	2015	N/A	158	3,020	3,705	4.8	374,088
Pulse Secure Virtual Traffic Manager	Pulse Secure LLC	2014	N/A	624	12,462	6,869	3.7	61,356
FusionReactor APM	Intergral GmbH	0	N/A	21	19	6,822	4.7	N/A
LogRocket	LogRocket, Inc.	2016	N/A	81	1,377	1,707	5.0	14,434
Catchpoint	Catchpoint	2008	N/A	252	8,367	4,677	4.4	92,517
PRTG	Paessler AG	1997	N/A	212	9,178	4,649	4.4	20,078
Atatus	Atatus	2014	N/A	9	38	48	N/A	965,971
Graylog	Graylog	2009	N/A	45	1,948	8,299	N/A	107,403

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

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

The table below highlights 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

	Vendor Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
SolarWinds Web Performance Monitor	SolarWinds	1999	N/A	2,458	51,901	16,524	2.7	14,113
Scout APM	Scout APM	2008	N/A	25	849	1,173	N/A	103,722
Rigor	Rigor	2010	N/A	50	2,700	5,155	4.9	85,533
dotMemory	JetBrains	2000	N/A	893	139,100	130,105	4.6	1,579
Nagios XI	Nagios	2007	N/A	39	180	5,926	3.3	101,899
Rollbar	Rollbar	2012	N/A	50	394	4,202	5.0	33,776
Instrumental	Expected Behavior	2006	N/A	9	83	370	0.0	N/A
Red Hat OpenShift Container Platform	Red Hat	1993	N/A	14,929	752,769	200,804	4.0	4,688
Splunk Cloud	Splunk	2003	\$2,359	6,322	241,603	67,345	4.1	12,824
Azure Application Insights	Microsoft	1975	\$125,843	176,443	10,650,053	8,952,388	4.2	24
New Relic Synthetics	New Relic	2008	\$263	2,185	54,369	70,662	4.6	9,537
Google Stackdriver Monitoring	Google	1998	\$161,857	193,751	16,265,950	22,091,531	4.4	1
Google Cloud Console	Google	1998	\$161,857	193,751	16,265,950	22,091,531	4.4	1
SolarWinds Standard Toolset	SolarWinds	1999	N/A	2,458	51,901	16,524	2.7	14,113
Anodot	Anodot	2014	N/A	80	4,427	1,083	4.2	202,923
New Relic Browser	New Relic	2008	\$263	2,185	54,369	70,662	4.6	9,537
Retrace	Stackify	2012	N/A	32	2,091	18,840	3.9	14,243

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

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

The table below highlights 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

	Vendor Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
New Relic Alerts	New Relic	2008	\$263	2,185	54,369	70,662	4.6	9,537
dotTrace	JetBrains	2000	N/A	893	139,100	130,105	4.6	1,579
Micro Focus Operations Bridge	Micro Focus	1976	\$4,754	9,458	150,772	40,310	3.1	16,065
Zabbix	Zabbix LLC	2005	N/A	67	17,933	7,941	N/A	36,608
Icinga Monitoring	Icinga	2018	N/A	2	323	5,816	N/A	324,578
New Relic Infrastructure	New Relic	2008	\$263	2,185	54,369	70,662	4.6	9,537
Scalyr	Scalyr	2011	N/A	65	3,751	4,400	5.0	102,128
SolarWinds Appoptics	SolarWinds	1999	N/A	2,458	51,901	16,524	2.7	14,113
SignalFx	SignalFx, Inc	2013	N/A	100	6,349	2,524	4.6	222,084

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