Application Performance Monitoring (APM) Software

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 September 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, Veeam ONE, Microsoft System Center, LogicMonitor, Datadog, Splunk Cloud, and PRTG Network Monitor
- High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Instana, FusionReactor APM, Logz.io, LogRocket, Pulse Secure Virtual Traffic Manager, Rollbar, Atatus, Raygun, Graylog, Catchpoint, Scout APM, Nagios XI, Rigor, Instrumental, and Germain APM
- 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, Google Cloud Console, Azure Application Insights, New Relic Browser, New Relic Alerts, and Splunk SignalFX
- Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: SolarWinds Web Performance Monitor, dotMemory, New Relic Synthetics, Google Stackdriver Monitoring, Micro Focus SiteScope, SolarWinds Standard Toolset, Anodot, Retrace, dotTrace, Icinga Monitoring, Micro Focus Operations Bridge (OpsBridge), Zabbix, Scalyr, New Relic Infrastructure, and SolarWinds Appoptics
# Grid® Scores for Application Performance Monitoring (APM)

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

## Leaders

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynatrace</td>
<td>745</td>
<td>99</td>
<td>98</td>
<td>98</td>
</tr>
<tr>
<td>New Relic</td>
<td>213</td>
<td>80</td>
<td>91</td>
<td>85</td>
</tr>
<tr>
<td>Splunk Enterprise</td>
<td>159</td>
<td>77</td>
<td>87</td>
<td>82</td>
</tr>
<tr>
<td>AppDynamics</td>
<td>166</td>
<td>78</td>
<td>83</td>
<td>81</td>
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<tr>
<td>Sumo Logic</td>
<td>122</td>
<td>85</td>
<td>75</td>
<td>80</td>
</tr>
<tr>
<td>SolarWinds Server &amp; Application Monitor</td>
<td>229</td>
<td>82</td>
<td>76</td>
<td>79</td>
</tr>
<tr>
<td>Veeam ONE</td>
<td>57</td>
<td>87</td>
<td>71</td>
<td>79</td>
</tr>
<tr>
<td>Microsoft System Center</td>
<td>249</td>
<td>70</td>
<td>84</td>
<td>77</td>
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<tr>
<td>LogicMonitor</td>
<td>63</td>
<td>89</td>
<td>62</td>
<td>76</td>
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<tr>
<td>Datadog</td>
<td>105</td>
<td>63</td>
<td>87</td>
<td>75</td>
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<tr>
<td>Splunk Cloud</td>
<td>14</td>
<td>53</td>
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<td>57</td>
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<tr>
<td>PRTG</td>
<td>47</td>
<td>56</td>
<td>52</td>
<td>54</td>
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</table>

## High Performers

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instana</td>
<td>56</td>
<td>82</td>
<td>48</td>
<td>65</td>
</tr>
<tr>
<td>FusionReactor APM</td>
<td>64</td>
<td>91</td>
<td>34</td>
<td>63</td>
</tr>
<tr>
<td>Logz.io</td>
<td>33</td>
<td>80</td>
<td>45</td>
<td>62</td>
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<tr>
<td>LogRocket</td>
<td>32</td>
<td>87</td>
<td>35</td>
<td>61</td>
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</table>

*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 Grid®. To learn more about each of the products, please see the product profile section.

### High Performers

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
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<tbody>
<tr>
<td>Pulse Secure Virtual Traffic Manager</td>
<td>57</td>
<td>73</td>
<td>49</td>
<td>61</td>
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<tr>
<td>Rollbar</td>
<td>22</td>
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<td>39</td>
<td>60</td>
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<td>Atatus</td>
<td>28</td>
<td>89</td>
<td>27</td>
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<td>Raygun</td>
<td>10</td>
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<td>Graylog</td>
<td>38</td>
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<td>44</td>
<td>53</td>
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<td>Catchpoint</td>
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<td>68</td>
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<td>Scout APM</td>
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<td>Nagios XI</td>
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<td>58</td>
<td>40</td>
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<td>Rigor</td>
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<td>Instrumental</td>
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<td>Germain APM</td>
<td>15</td>
<td>52</td>
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### Contenders

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
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<tbody>
<tr>
<td>Red Hat OpenShift Container Platform</td>
<td>31</td>
<td>42</td>
<td>58</td>
<td>50</td>
</tr>
<tr>
<td>Google Cloud Console</td>
<td>30</td>
<td>37</td>
<td>53</td>
<td>45</td>
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<tr>
<td>Azure Application Insights</td>
<td>13</td>
<td>34</td>
<td>54</td>
<td>44</td>
</tr>
<tr>
<td>New Relic Browser</td>
<td>13</td>
<td>18</td>
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<td>34</td>
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<td>New Relic Alerts</td>
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<tr>
<td>Splunk SignalFX</td>
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<td>6</td>
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<td>30</td>
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</table>

(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 Grid®. To learn more about each of the products, please see the product profile section.

<table>
<thead>
<tr>
<th>Niche</th>
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<th>Market Presence</th>
<th>G2 Score</th>
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<td>SolarWinds Web Performance Monitor</td>
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<td>dotMemory</td>
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<td>43</td>
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<td>New Relic Synthetics</td>
<td>10</td>
<td>40</td>
<td>47</td>
<td>44</td>
</tr>
<tr>
<td>Google Stackdriver Monitoring</td>
<td>22</td>
<td>36</td>
<td>48</td>
<td>42</td>
</tr>
<tr>
<td>Micro Focus SiteScope</td>
<td>14</td>
<td>30</td>
<td>50</td>
<td>40</td>
</tr>
<tr>
<td>SolarWinds Standard Toolset</td>
<td>10</td>
<td>36</td>
<td>39</td>
<td>37</td>
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<tr>
<td>Anodot</td>
<td>17</td>
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<td>Retrace</td>
<td>39</td>
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<td>dotTrace</td>
<td>16</td>
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<td>33</td>
</tr>
<tr>
<td>Icinga Monitoring</td>
<td>17</td>
<td>41</td>
<td>21</td>
<td>31</td>
</tr>
<tr>
<td>Micro Focus Operations Bridge</td>
<td>10</td>
<td>15</td>
<td>44</td>
<td>30</td>
</tr>
<tr>
<td>Zabbix</td>
<td>58</td>
<td>13</td>
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<td>29</td>
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<tr>
<td>Scalyr</td>
<td>14</td>
<td>37</td>
<td>21</td>
<td>29</td>
</tr>
<tr>
<td>New Relic Infrastructure</td>
<td>11</td>
<td>6</td>
<td>47</td>
<td>26</td>
</tr>
<tr>
<td>SolarWinds Appoptics</td>
<td>14</td>
<td>16</td>
<td>30</td>
<td>23</td>
</tr>
</tbody>
</table>

*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) | Fall 2020 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through September 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)
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

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Measured For</th>
<th>Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Employees</td>
<td>✓</td>
<td>Employee Count (based on social networks and public sources)</td>
</tr>
<tr>
<td>Reviews</td>
<td>✓</td>
<td>Review Count (weighted by recency)</td>
</tr>
<tr>
<td>Web Presence</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Social Presence</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Growth</td>
<td>✓</td>
<td>Employee Growth, Web Presence Growth</td>
</tr>
<tr>
<td>Vendor Age</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Employee Satisfaction and Engagement</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

- 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 (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through September 02, 2020. The ratings may change as the products are further developed, the 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 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 Log Monitoring, Enterprise Monitoring, Log Analysis, Container Monitoring, Session Replay, ServiceNow Store Apps, Cloud Infrastructure Monitoring, Digital Experience Monitoring (DEM), and AIOps Platforms categories.

### Satisfaction Ratings

- **Quality of Support**: 89% (Avg 89%)
- **Ease of Use**: 85% (Avg 86%)
- **Meets Requirements**: 90% (Avg 90%)
- **Ease of Admin**: 84% (Avg 87%)
- **Ease of Doing Business With**: 89% (Avg 90%)
- **Ease of Setup**: 87% (Avg 87%)

### Top Industries Represented

- Information Technology and Services: 131
- Insurance: 78
- Financial Services: 74
- Banking: 70
- Computer Software: 43

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**Ownership**
Dynatrace

**HQ Location**
Waltham, MA

**Year Founded**
2005

**Employees (Listed On LinkedIn™)**
2357

**Company Website**
www.dynatrace.com
New Relic APM has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. 82% of users rated it 4 or 5 stars, 80% 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

- **Quality of Support**: 86% (Avg 89%)
- **Ease of Use**: 83% (Avg 86%)
- **Meets Requirements**: 89% (Avg 90%)
- **Ease of Admin**: 85% (Avg 87%)
- **Ease of Doing Business With**: 88% (Avg 90%)
- **Ease of Setup**: 87% (Avg 87%)

### Top Industries Represented

- Information Technology and Services: 58
- Internet: 33
- Computer Software: 31
- Financial Services: 8
- Retail: 7

### Ownership
- New Relic

### HQ Location
- San Francisco, CA

### Year Founded
- 2008

### Total Revenue
- $263 (USD MM)

### Employees (Listed On LinkedIn™)
- 2313

### Company Website
- newrelic.com
Splunk Enterprise

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

- **Quality of Support**: 86% (Avg 89%)
- **Ease of Use**: 82% (Avg 86%)
- **Meets Requirements**: 90% (Avg 90%)
- **Ease of Admin**: 81% (Avg 87%)
- **Ease of Doing Business With**: 87% (Avg 90%)
- **Ease of Setup**: 80% (Avg 87%)

Top Industries Represented

- Information Technology and Services: 46
- Computer Software: 16
- Financial Services: 13
- Internet: 13
- Insurance: 6

Ownership: Splunk
HQ Location: San Francisco, CA
Year Founded: 2003
Total Revenue: $2,359 (USD MM)
Employees (Listed On LinkedIn™): 6498
Company Website: www.splunk.com
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, 82% 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

- **Quality of Support**: 83% (Avg 89%)
- **Ease of Use**: 85% (Avg 86%)
- **Meets Requirements**: 89% (Avg 90%)
- **Ease of Admin**: 84% (Avg 87%)
- **Ease of Doing Business With**: 86% (Avg 90%)
- **Ease of Setup**: 80% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 49
- Computer Software: 22
- Financial Services: 11
- Insurance: 8
- Telecommunications: 7

**Ownership**

- AppDynamics

**HQ Location**

- San Francisco, CA

**Year Founded**

- 2008

**Employees (Listed On LinkedIn™)**

- 2108

**Company Website**

- www.appdynamics.com
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**

- **Quality of Support**: 89% (Avg 89%)
- **Ease of Use**: 84% (Avg 86%)
- **Meets Requirements**: 92% (Avg 90%)
- **Ease of Admin**: 88% (Avg 87%)
- **Ease of Doing Business With**: 91% (Avg 90%)
- **Ease of Setup**: 88% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 28
- Computer Software: 19
- Internet: 7
- Financial Services: 6
- Retail: 5

**Ownership**

Sumo Logic

**HQ Location**

Redwood City, CA

**Year Founded**

2010

**Employees (Listed On LinkedIn™)**

783

**Company Website**

[www.sumologic.com](http://www.sumologic.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.

### Satisfaction Ratings

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>86%</td>
<td>89%</td>
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<tr>
<td>Ease of Use</td>
<td>82%</td>
<td>86%</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>89%</td>
<td>90%</td>
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<tr>
<td>Ease of Admin</td>
<td>84%</td>
<td>87%</td>
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<tr>
<td>Ease of Doing Business With</td>
<td>86%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>79%</td>
<td>87%</td>
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</table>

### Top Industries Represented

- Information Technology and Services: 58
- Hospital & Health Care: 16
- Government Administration: 10
- Insurance: 10
- Computer Software: 8

Ownership: SolarWinds
HQ Location: Austin, TX
Year Founded: 1999
Employees (Listed On LinkedIn™): 2468
Company Website: [www.solarwinds.com](http://www.solarwinds.com)
Veeam ONE has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Veeam ONE at a rate of 92%. Veeam ONE is also in the Server Monitoring and Cloud Infrastructure Monitoring categories.

**Satisfaction Ratings**

- Quality of Support: 91% (Avg 89%)
- Ease of Use: 93% (Avg 86%)
- Meets Requirements: 94% (Avg 90%)
- Ease of Admin: 90% (Avg 87%)
- Ease of Doing Business With: 91% (Avg 87%)
- Ease of Setup: 90% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 14
- Government Administration: 4
- Higher Education: 4
- Automotive: 3
- Hospital & Health Care: 3

**Ownership**
- Veeam

**HQ Location**
- Columbus, OH

**Year Founded**
- 2006

**Employees (Listed On LinkedIn™)**
- 3944

**Company Website**
- www.veeam.com
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.

### Top Industries Represented

- Information Technology and Services: 56
- Education Management: 16
- Computer Software: 15
- Government Administration: 14
- Higher Education: 11

### Satisfaction Ratings

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>82%</td>
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<td>81%</td>
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<tr>
<td>Ease of Doing Business With</td>
<td>81%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>71%</td>
</tr>
</tbody>
</table>

### Ownership
- **Ownership**: Microsoft
- **HQ Location**: Redmond, WA
- **Year Founded**: 1975
- **Total Revenue**: $125,843 (USD MM)
- **Employees (Listed On LinkedIn™)**: 190,199
- **Company Website**: news.microsoft.com
LogicMonitor 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 LogicMonitor at a rate of 92%. 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**

<table>
<thead>
<tr>
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</tr>
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<tbody>
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<td>90%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>90%</td>
<td>87%</td>
</tr>
</tbody>
</table>

**Top Industries Represented**

- Information Technology and Services: 21
- Computer Software: 5
- Construction: 4
- Hospital & Health Care: 4
- Banking: 2

---

Ownership: LogicMonitor

HQ Location: Santa Barbara, CA

Year Founded: 2007

Employees (Listed On LinkedIn™): 623

Company Website: www.logicmonitor.com
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**

- **Quality of Support**: 83% (Avg 89%)
- **Ease of Use**: 82% (Avg 86%)
- **Meets Requirements**: 89% (Avg 90%)
- **Ease of Admin**: 80% (Avg 87%)
- **Ease of Doing Business With**: 81% (Avg 90%)
- **Ease of Setup**: 84% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 28
- Computer Software: 22
- Internet: 10
- Financial Services: 5
- Real Estate: 4

**Ownership**

Datadog

**HQ Location**

New York, NY

**Year Founded**

2010

**Employees (Listed On LinkedIn™)**

1992

**Company Website**

www.datadoghq.com
Splunk Cloud 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, 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 AIOps Platforms category.

**Satisfaction Ratings**

- Quality of Support: 94% (Avg 89%)
- Ease of Use: 88% (Avg 86%)
- Meets Requirements: 92% (Avg 90%)
- Ease of Admin: N/A
- Ease of Doing Business With: N/A
- Ease of Setup: N/A

**Top Industries Represented**

- Computer Software: 4
- Financial Services: 3
- Information Technology and Services: 2
- Entertainment: 1
- Internet: 1

---

**Ownership**

Splunk

**HQ Location**

San Francisco, CA

**Year Founded**

2003

**Total Revenue**

$2,359 (USD MM)

**Employees (Listed On Linkedin™)**

6498

**Company Website**

www.splunk.com
PRTG Network Monitor

PRTG Network Monitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 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 91%. PRTG is also in the Enterprise Monitoring, Network Monitoring, Cloud Infrastructure Monitoring, Database Monitoring, Hardware Monitoring, and Server Monitoring categories.

Satisfaction Ratings

- Quality of Support: 85% (Avg 89%)
- Ease of Use: 85% (Avg 86%)
- Meets Requirements: 91% (Avg 90%)
- Ease of Admin: 84% (Avg 87%)
- Ease of Doing Business With: 89% (Avg 90%)
- Ease of Setup: 83% (Avg 87%)

Top Industries Represented

- Information Technology and Services: 8
- Telecommunications: 5
- Construction: 3
- Government Administration: 3
- Computer Software: 2

Ownership
Paessler AG

HQ Location
Nuremberg, Germany

Year Founded
1997

Employees (Listed On LinkedIn™)
221

Company Website
www.paessler.com
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, 86% 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**

- **Quality of Support**: 92% (Avg 89%)
- **Ease of Use**: 89% (Avg 86%)
- **Meets Requirements**: 88% (Avg 90%)
- **Ease of Admin**: 93% (Avg 87%)
- **Ease of Doing Business With**: 94% (Avg 90%)
- **Ease of Setup**: 93% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 18
- Retail: 9
- Insurance: 3
- Apparel & Fashion: 2
- Computer & Network Security: 2

**Ownership**

Instana

**HQ Location**

Chicago, IL

**Year Founded**

2015

**Employees (Listed On LinkedIn™)**

161

**Company Website**

www.instana.com
FusionReactor APM

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, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend FusionReactor APM at a rate of 95%. FusionReactor APM is also in the Digital Experience Monitoring (DEM), Database Monitoring, Server Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings

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</tr>
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</table>

Top Industries Represented

- Information Technology and Services: 17
- Internet: 7
- Computer Software: 6
- Financial Services: 4
- Marketing and Advertising: 3

Ownership
Intergral GmbH

HQ Location
B, aô, âÇïblingen, Germany

Year Founded
1998

Employees (Listed On LinkedIn™)
22

Company Website
www.intergral.com
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.
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, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend LogRocket at a rate of 94%. LogRocket is also in the Bug Tracking and Session Replay categories.

**Satisfaction Ratings**

- **Quality of Support**: 94% (Avg 89%)
- **Ease of Use**: 93% (Avg 86%)
- **Meets Requirements**: 94% (Avg 90%)
- **Ease of Admin**: 95% (Avg 87%)
- **Ease of Doing Business With**: 93% (Avg 90%)
- **Ease of Setup**: 94% (Avg 87%)

**Top Industries Represented**

- Computer Software: 9
- Internet: 3
- Entertainment: 2
- Financial Services: 2
- Retail: 2

**Ownership**

LogRocket, Inc.

**HQ Location**

Boston, MA

**Year Founded**

2016

**Employees (Listed On LinkedIn™)**

91

**Company Website**

logrocket.com
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**

- **Quality of Support**: 85% (Avg 89%)
- **Ease of Use**: 89% (Avg 86%)
- **Meets Requirements**: 93% (Avg 90%)
- **Ease of Admin**: N/A (Avg 87%)
- **Ease of Doing Business With**: N/A (Avg 90%)
- **Ease of Setup**: N/A (Avg 87%)

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

**Top Industries Represented**

- Information Technology and Services: 11
- Higher Education: 7
- Hospital & Health Care: 5
- Banking: 4
- Computer Software: 3

**Ownership**

Pulse Secure LLC

**HQ Location**

San Jose, CA

**Year Founded**

2014

**Employees (Listed On LinkedIn™)**

652

**Company Website**

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

**Satisfaction Ratings**

- Quality of Support: 92% (Avg 89%)
- Ease of Use: 93% (Avg 86%)
- Meets Requirements: 94% (Avg 90%)
- Ease of Admin: 96% (Avg 87%)
- Ease of Doing Business With: 97% (Avg 90%)
- Ease of Setup: 94% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 6
- Computer Software: 5
- Financial Services: 2
- Automotive: 1
- Civic & Social Organization: 1

**Ownership**

- Rollbar

**HQ Location**

- San Francisco, CA

**Year Founded**

- 2012

**Employees (Listed On LinkedIn™)**

- 59

**Company Website**

- rollbar.com
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**

- **Quality of Support**: 96% satisfaction, Avg 89%
- **Ease of Use**: 93% satisfaction, Avg 86%
- **Meets Requirements**: 96% satisfaction, Avg 90%
- **Ease of Admin**: 96% satisfaction, Avg 87%
- **Ease of Doing Business With**: 99% satisfaction, Avg 90%
- **Ease of Setup**: 97% satisfaction, Avg 87%

**Top Industries Represented**

- Computer Software: 7
- Internet: 7
- Information Technology and Services: 4
- Real Estate: 2
- Computer Networking: 1

**Ownership**

- Atatus

**Year Founded**

- 2014

**Employees (Listed On Linkedin™)**

- 9

**Company Website**

- [www.atatus.com](http://www.atatus.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 96%. Raygun is also in the Digital Experience Monitoring (DEM), Bug Tracking, and Mobile Crash Reporting categories.

**Satisfaction Ratings**

- **Quality of Support**: 97% (Avg 89%)
- **Ease of Use**: 98% (Avg 86%)
- **Meets Requirements**: 96% (Avg 90%)
- **Ease of Admin**: 95% (Avg 87%)
- **Ease of Doing Business With**: 93% (Avg 90%)
- **Ease of Setup**: N/A (Avg 97%)

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

**Top Industries Represented**

- Computer Software: 3
- Internet: 2
- E-Learning: 1
- Financial Services: 1
- Information Technology and Services: 1

**Ownership**

Raygun

**HQ Location**

Wellington, New Zealand

**YearFounded**

2007

**Employees (Listed On LinkedIn)***

55

**Company Website**

raygun.com

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

### Satisfaction Ratings

**Quality of Support**
- Rating: 86%
- Avg: 89%

**Ease of Use**
- Rating: 89%
- Avg: 86%

**Meets Requirements**
- Rating: 87%
- Avg: 90%

**Ease of Admin**
- Rating: 88%
- Avg: 87%

**Ease of Doing Business With**
- Rating: 83%
- Avg: 90%

**Ease of Setup**
- Rating: 89%
- Avg: 87%

### Top Industries Represented

- Information Technology and Services: 8
- Computer Software: 3
- Hospital & Health Care: 3
- Electrical/Electronic Manufacturing: 2
- Insurance: 2

### Ownership
- Graylog

### HQ Location
- Houston, TX

### Year Founded
- 2009

### Employees (Listed On LinkedIn™)
- 48

### Company Website
- [www.graylog.org](http://www.graylog.org)
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**

- **Quality of Support**: 98% (Avg: 89%)
- **Ease of Use**: 89% (Avg: 86%)
- **Meets Requirements**: 96% (Avg: 90%)
- **Ease of Admin**: 87% (Avg: 87%)
- **Ease of Doing Business With**: 97% (Avg: 90%)
- **Ease of Setup**: 90% (Avg: 87%)

**Top Industries Represented**

- Information Technology and Services: 8
- Computer Hardware: 1
- Consumer Services: 1
- Electrical/Electronic Manufacturing: 1
- Financial Services: 1

**Ownership**

Catchpoint

**HQ Location**

New York, NY

**Year Founded**

2008

**Employees (Listed On Linkedin™)**

249

**Company Website**

[www.catchpoint.com](http://www.catchpoint.com)
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

- **Quality of Support**: 99% satisfaction, Avg 89%
- **Ease of Use**: 91% satisfaction, Avg 86%
- **Meets Requirements**: 95% satisfaction, Avg 90%
- **Ease of Admin**: 98% satisfaction, Avg 87%
- **Ease of Doing Business With**: 97% satisfaction, Avg 90%
- **Ease of Setup**: 100% satisfaction, Avg 87%

### Top Industries Represented

- Information Technology and Services: 4
- Internet: 4
- Computer Software: 2
- Entertainment: 2
- Design: 1

### Ownership

- **Scout APM**

### HQ Location

- **Fort Collins, CO**

### Year Founded

- **2008**

### Employees (Listed On LinkedIn™)

- **25**

### Company Website

- [scoutapm.com](http://scoutapm.com)
Nagios XI

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, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Nagios XI at a rate of 93%. Nagios XI is also in the Server Monitoring, Enterprise Monitoring, and Network Monitoring categories.

### Satisfaction Ratings

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<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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

### Top Industries Represented

- Information Technology and Services: 15
- Internet: 7
- Computer & Network Security: 2
- Computer Networking: 1
- Education Management: 1

Ownership
Nagios

HQ Location
Saint Paul, MN

Year Founded
2007

Employees (Listed On LinkedIn™)
39

Company Website
www.nagios.com
Rigor

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

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<tr>
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</tbody>
</table>

Top Industries Represented

- Retail: 4
- Information Technology and Services: 3
- Internet: 2
- Business Supplies and Equipment: 1
- Computer Software: 1

Ownership: Rigor
HQ Location: Atlanta, GA
Year Founded: 2010
Employees (Listed On LinkedIn™): 49
Company Website: rigor.com
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**

- **Quality of Support**: 100% Satisfaction, Avg 99%
- **Ease of Use**: 96% Satisfaction, Avg 86%
- **Meets Requirements**: 93% Satisfaction, Avg 80%
- **Ease of Admin**: 95% Satisfaction, Avg 87%
- **Ease of Doing Business With**: 100% Satisfaction, Avg 80%
- **Ease of Setup**: 96% Satisfaction, Avg 87%

**Top Industries Represented**

- Marketing and Advertising: 3 industries
- Computer Software: 2 industries
- Food & Beverages: 2 industries
- Hospital & Health Care: 1 industry
- Information Technology and Services: 1 industry

**Ownership**

- Expected Behavior

**HQ Location**

- Indianapolis, IN

**Year Founded**

- 2006

**Employees (Listed On LinkedIn™)**

- 10 employees

**Company Website**

- [www.expectedbehavior.com](http://www.expectedbehavior.com)
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. 100% of users rated it 4 or 5 stars, 80% 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 93%. Germain APM is also in the Business Process Management and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings

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</tr>
</tbody>
</table>

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

Top Industries Represented

- Information Technology and Services: 6
- Computer Software: 2
- Chemicals: 1
- Commercial Real Estate: 1
- Computer Games: 1

Ownership: Germain APM
HQ Location: San Francisco, CA
Year Founded: 2006
Employees (Listed On LinkedIn™): 13
Company Website: germainapm.com
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

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</tr>
</tbody>
</table>

### Top Industries Represented

- Computer Software: 9
- Information Technology and Services: 8
- Internet: 5
- Animation: 1
- Computer Networking: 1

### Key Information

- **Ownership**: Red Hat
- **HQ Location**: Raleigh, NC
- **Year Founded**: 1993
- **Employees (Listed On LinkedIn)**: 15974
- **Company Website**: [www.redhat.com](http://www.redhat.com)
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. 87% 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 80%.

### Satisfaction Ratings

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>80%</td>
<td>89%</td>
</tr>
<tr>
<td>Ease of Use</td>
<td>83%</td>
<td>86%</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>89%</td>
<td>90%</td>
</tr>
<tr>
<td>Ease of Admin</td>
<td>83%</td>
<td>90%</td>
</tr>
<tr>
<td>Ease of Doing Business</td>
<td>84%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>84%</td>
<td>87%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Computer Software: 5
- Information Technology and Services: 5
- Internet: 3
- Automotive: 2
- Higher Education: 2

### Ownership

- **Google**

### HQ Location

- Mountain View, CA

### Year Founded

- 1998

### Total Revenue

- $161,857 (USD MM)

### Employees (Listed on LinkedIn™)

- 212,996

### Company Website

- [www.google.com](http://www.google.com)
Azure Application Insights has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Azure Application Insights at a rate of 85%.

**Satisfaction Ratings**

- **Quality of Support**: 91% (Avg 89%)
- **Ease of Use**: 81% (Avg 86%)
- **Meets Requirements**: 89% (Avg 90%)
- **Ease of Admin**: 94% (Avg 87%)
- **Ease of Doing Business With**: 94% (Avg 90%)
- **Ease of Setup**: 91% (Avg 87%)

**Top Industries Represented**

- **Computer Software**: 6
- **Computer Hardware**: 1
- **Health, Wellness and Fitness**: 1
- **Higher Education**: 1
- **Information Technology and Services**: 1

**Ownership**
- Microsoft

**HQ Location**
- Redmond, WA

**Year Founded**
- 1975

**Total Revenue**
- $125,843 (USD MM)

**Employees (Listed On LinkedIn™)**
- 190199

**Company Website**
- news.microsoft.com
New Relic Browser

New Relic Browser 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. 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**

- **Quality of Support**: 84% (Avg 89%)
- **Ease of Use**: 85% (Avg 86%)
- **Meets Requirements**: 88% (Avg 80%)
- **Ease of Admin**: N/A (Avg 87%)
- **Ease of Doing Business With**: N/A (Avg 80%)
- **Ease of Setup**: N/A (Avg 87%)

**Top Industries Represented**

- Computer Software: 2
- Entertainment: 2
- Consumer Services: 1
- Defense & Space: 1
- Education Management: 1

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

**Ownership**

- New Relic

**HQ Location**

- San Francisco, CA

**Year Founded**

- 2008

**Total Revenue**

- $263 (USD MM)

**Employees (Listed On LinkedIn™)**

- 2313

**Company Website**

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

### Satisfaction Ratings

<table>
<thead>
<tr>
<th></th>
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</tr>
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<td>87%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>86%</td>
<td>87%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Computer Software: 4
- Information Technology and Services: 2
- Apparel & Fashion: 1
- Biotechnology: 1
- Education Management: 1

### Company Details

- **Ownership**: New Relic
- **HQ Location**: San Francisco, CA
- **Year Founded**: 2008
- **Total Revenue**: $263 (USD MM)
- **Employees (Listed On LinkedIn™)**: 2313
- **Company Website**: newrelic.com
Splunk SignalFX has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 93% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk SignalFX at a rate of 84%. Splunk SignalFX is also in the Enterprise Monitoring, Network Monitoring, Log Analysis, Container Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Log Monitoring, and Server Monitoring categories.

**Satisfaction Ratings**

- **Quality of Support**: 89% (Avg 89%)
- **Ease of Use**: 69% (Avg 86%)
- **Meets Requirements**: 81% (Avg 90%)
- **Ease of Admin**: 75% (Avg 87%)
- **Ease of Doing Business With**: 95% (Avg 90%)
- **Ease of Setup**: 79% (Avg 87%)

**Top Industries Represented**

- Computer Software: 6
- Internet: 3
- Financial Services: 1
- Health, Wellness and Fitness: 1
- Human Resources: 1

**Ownership**

- **Splunk**

**HQ Location**

- San Francisco, CA

**Year Founded**

- 2003

**Total Revenue**

- $2,359 (USD MM)

**Employees (Listed On LinkedIn™)**

- 6498

**Company Website**

- [www.splunk.com](http://www.splunk.com)
SolarWinds Web Performance Monitor 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. 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
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<td>Ease of Admin</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Ease of Doing Business With</td>
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<td>90%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>91%</td>
<td>87%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Information Technology and Services: 4
- Education Management: 2
- Retail: 2
- Building Materials: 1
- Computer Networking: 1
4.6 ★★★★★ (13)

**Grid® Report for Application Performance Monitoring (APM) | Fall 2020**

**dotMemory**

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

### Satisfaction Ratings

- **Quality of Support**: 87%  
  Avg 89%
- **Ease of Use**: 94%  
  Avg 86%
- **Meets Requirements**: 92%  
  Avg 90%
- **Ease of Admin**: N/A  
  Avg 87%
- **Ease of Doing Business With**: N/A  
  Avg 90%
- **Ease of Setup**: N/A  
  Avg 87%

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

### Top Industries Represented

- **Computer Software**: 8
- **Information Technology and Services**: 2
- **Automotive**: 1
- **Food & Beverages**: 1
- **Public Relations and Communications**: 1

---

**Ownership**  
JetBrains

**HQ Location**  
Prague, Czech Republic

**Year Founded**  
2000

**Employees (Listed On LinkedIn™)**  
969

**Company Website**  
[www.jetbrains.com](http://www.jetbrains.com)
New Relic Synthetics

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

<table>
<thead>
<tr>
<th>Quality of Support</th>
<th>88%</th>
<th>Avg 89%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Use</td>
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<td>Avg 86%</td>
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<tr>
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</tr>
<tr>
<td>Ease of Doing Business With</td>
<td>93%</td>
<td>Avg 87%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>95%</td>
<td>Avg 87%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Consumer Electronics: 2
- Publishing: 2
- Computer Networking: 1
- Financial Services: 1
- Information Services: 1

### Ownership

- New Relic

### HQ Location

- San Francisco, CA

### Year Founded

- 2008

### Total Revenue

- $263 (USD MM)

### Employees (Listed On LinkedIn™)

- 2313

### Company Website

- [newrelic.com](http://newrelic.com)
Google Stackdriver Monitoring

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

- Quality of Support: 87% (Avg 89%)
- Ease of Use: 86% (Avg 86%)
- Meets Requirements: 88% (Avg 90%)
- Ease of Setup: N/A (Avg 87%)
- Ease of Admin: N/A (Avg 87%)
- Ease of Doing Business With: N/A (Avg 90%)

Top Industries Represented

- Computer Software: 4
- Education Management: 3
- Information Technology and Services: 3
- Financial Services: 2
- Business Supplies and Equipment: 1

Ownership: Google
HQ Location: Mountain View, CA
Year Founded: 1998
Total Revenue: $161,857 (USD MM)
Employees (Listed On LinkedIn™): 212,996
Company Website: www.google.com

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

Micro Focus SiteScope 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. 79% 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 Micro Focus SiteScope at a rate of 78%.

### Satisfaction Ratings
- **Quality of Support**: 78% (Avg 89%)
- **Ease of Use**: 87% (Avg 86%)
- **Meets Requirements**: 85% (Avg 90%)
- **Ease of Admin**: 86% (Avg 87%)
- **Ease of Doing Business With**: 84% (Avg 90%)
- **Ease of Setup**: 84% (Avg 87%)

### Top Industries Represented
- Information Technology and Services: 6
- Banking: 4
- Telecommunications: 2
- Airlines/Aviation: 1
- Computer Hardware: 1

### Company Information
- **Ownership**: Micro Focus
- **HQ Location**: Newbury, Berkshire
- **Year Founded**: 1976
- **Total Revenue**: $4,754 (USD MM)
- **Employees (Listed On LinkedIn™)**: 9491
- **Company Website**: www.microfocus.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. 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

- Quality of Support: 97% (Avg 89%)
- Ease of Use: 90% (Avg 86%)
- Meets Requirements: 88% (Avg 80%)
- Ease of Admin: N/A
- Ease of Doing Business With: N/A
- Ease of Setup: N/A

Top Industries Represented

- Aviation & Aerospace: 1
- Construction: 1
- Education Management: 1
- Entertainment: 1
- Hospital & Health Care: 1

Ownership
SolarWinds

HQ Location
Austin, TX

Year Founded
1999

Employees (Listed On LinkedIn™)
2468

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

### Satisfaction Ratings

- **Quality of Support**: 93% (Avg 89%)
- **Ease of Use**: 81% (Avg 86%)
- **Meets Requirements**: 91% (Avg 90%)
- **Ease of Admin**: 86% (Avg 87%)
- **Ease of Doing Business With**: 97% (Avg 90%)
- **Ease of Setup**: 80% (Avg 87%)

### Top Industries Represented

- Computer Software: 5
- Marketing and Advertising: 3
- Information Technology and Services: 2
- Internet: 2
- Entertainment: 1

### Ownership
- Anodot

### HQ Location
- Raanana, Israel

### Year Founded
- 2014

### Employees (Listed On LinkedIn™)
- 82

### Company Website
- [www.anodot.com](http://www.anodot.com)
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**

- **Quality of Support**: 89%, Avg 89%
- **Ease of Use**: 84%, Avg 86%
- **Meets Requirements**: 89%, Avg 89%
- **Ease of Admin**: 89%, Avg 90%
- **Ease of Doing Business With**: 88%, Avg 90%
- **Ease of Setup**: 86%, Avg 87%

**Top Industries Represented**

- Computer Software: 13
- Information Technology and Services: 8
- Automotive: 3
- Education Management: 2
- Internet: 2

**Ownership**

Stackify

**HQ Location**

Leawood, KS

**Year Founded**

2012

**Employees (Listed On LinkedIn™)**

31

**Company Website**

stackify.com
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**

- **Quality of Support**: 87% (Avg 89%)
- **Ease of Use**: 81% (Avg 86%)
- **Meets Requirements**: 88% (Avg 90%)
- **Ease of Admin**: N/A (Avg N/A)
- **Ease of Doing Business With**: N/A (Avg 87%)
- **Ease of Setup**: N/A (Avg 97%)

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

**Top Industries Represented**

- Information Technology and Services: 6
- Computer Software: 3
- Financial Services: 2
- Education Management: 1
- E-Learning: 1

**Ownership**
JetBrains

**HQ Location**
Prague, Czech Republic

**Year Founded**
2000

**Employees (Listed On LinkedIn™)**
969

**Company Website**
[www.jetbrains.com](http://www.jetbrains.com)
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%.
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**

- **Quality of Support**: 79% (Avg 89%)
- **Ease of Use**: 82% (Avg 86%)
- **Meets Requirements**: 86% (Avg 90%)
- **Ease of Admin**: 84% (Avg 87%)
- ** Ease of Doing Business With**: 84% (Avg 90%)
- **Ease of Setup**: 84% (Avg 87%)

**Top Industries Represented**

- Retail: 4
- Apparel & Fashion: 3
- Food & Beverages: 1
- Information Services: 1
- Telecommunications: 1

**Ownership**

- Micro Focus

**HQ Location**

- Newbury, Berkshire

**Year Founded**

- 1976

**Total Revenue**

- $4,754 (USD MM)

**Employees (Listed On LinkedIn™)**

- 9491

**Company Website**

- [www.microfocus.com](http://www.microfocus.com)
Zabbix

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**

- **Quality of Support**: 78% (Avg 89%)
- **Ease of Use**: 71% (Avg 86%)
- **Meets Requirements**: 85% (Avg 90%)
- **Ease of Admin**: 78% (Avg 87%)
- **Ease of Doing Business With**: 80% (Avg 90%)
- **Ease of Setup**: 75% (Avg 87%)

**Top Industries Represented**

- Information Technology and Services: 20
- Computer Software: 11
- Internet: 6
- Consumer Goods: 2
- Marketing and Advertising: 2

**Ownership**

Zabbix LLC

**HQ Location**

Riga, Latvia

**Year Founded**

2005

**Employees (Listed On LinkedIn™)**

70

**Company Website**

[www.zabbix.com](http://www.zabbix.com)
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

- **Quality of Support**: 96% (Avg 89%)
- **Ease of Use**: 81% (Avg 86%)
- **Meets Requirements**: 88% (Avg 90%)
- **Ease of Admin**: 86% (Avg 87%)
- **Ease of Doing Business With**: 93% (Avg 90%)
- **Ease of Setup**: 88% (Avg 87%)

### Top Industries Represented

- Computer Software: 5
- Information Technology and Services: 3
- Internet: 2
- Computer Hardware: 1
- Consumer Goods: 1

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**Ownership**: Scalyr  
**HQ Location**: San Mateo, CA  
**Year Founded**: 2011  
**Employees (Listed On LinkedIn™)**: 54  
**Company Website**: [www.scalyr.com](http://www.scalyr.com)
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**

- **Quality of Support**: 78% (Avg 89%)
- **Ease of Use**: 79% (Avg 86%)
- **Meets Requirements**: 91% (Avg 86%)
- **Ease of Admin**: 81% (Avg 87%)
- **Ease of Doing Business With**: 77% (Avg 80%)
- **Ease of Setup**: 79% (Avg 87%)

**Top Industries Represented**

- Education Management: 2
- Computer Networking: 1
- Computer Software: 1
- Entertainment: 1
- Financial Services: 1

**Ownership**

New Relic

**HQ Location**

San Francisco, CA

**Year Founded**

2008

**Total Revenue**

$263 (USD MM)

**Employees (Listed On LinkedIn™)**

2313

**Company Website**

newrelic.com
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 for Application Performance Monitoring (APM)

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

<table>
<thead>
<tr>
<th></th>
<th>Likely to Recommend</th>
<th>Product Going in Right Direction?</th>
<th>Meets Requirements</th>
<th>Ease of Admin</th>
<th>Ease of Doing Business</th>
<th>Quality of Support</th>
<th>Ease of Setup</th>
<th>Ease of Use</th>
<th>Net Promoter Score (NPS) (Range from -100 to +100)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dynatrace</strong></td>
<td>90%</td>
<td>95%</td>
<td>90%</td>
<td>84%</td>
<td>89%</td>
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<td>87%</td>
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<td><strong>New Relic</strong></td>
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<tr>
<td><strong>Splunk Enterprise</strong></td>
<td>85%</td>
<td>83%</td>
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<td>81%</td>
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<tr>
<td><strong>AppDynamics</strong></td>
<td>84%</td>
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<td>80%</td>
<td>85%</td>
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<tr>
<td><strong>Sumo Logic</strong></td>
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<td><strong>SolarWinds Server &amp; Application Monitor</strong></td>
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*(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.

<table>
<thead>
<tr>
<th></th>
<th>Likely to Recommend</th>
<th>Product Going in Right Direction?</th>
<th>Meets Requirements</th>
<th>Ease of Admin</th>
<th>Ease of Doing Business</th>
<th>Quality of Support</th>
<th>Ease of Setup</th>
<th>Ease of Use</th>
<th>Net Promoter Score (NPS)</th>
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<td>94%</td>
<td>96%</td>
<td>97%</td>
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<td>93%</td>
<td>78</td>
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<tr>
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<td>96%</td>
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<td>100%</td>
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<td>91%</td>
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<td>81%</td>
<td>53</td>
<td></td>
</tr>
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<td>New Relic Browser</td>
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<td>84%</td>
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<tr>
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<td>83%</td>
<td>81%</td>
<td>86%</td>
<td>77%</td>
<td>57</td>
</tr>
<tr>
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<td>75%</td>
<td>95%</td>
<td>89%</td>
<td>79%</td>
<td>69%</td>
<td>33</td>
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<tr>
<td>SolarWinds Web Performance Monitor</td>
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<td>87%</td>
<td>89%</td>
<td>91%</td>
<td>93%</td>
<td>52</td>
</tr>
</tbody>
</table>

*(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.

<table>
<thead>
<tr>
<th>&lt;!--th</th>
<th>Satisfaction</th>
<th>Satisfaction by Category</th>
<th>Net Promoter Score (NPS)</th>
<th>Range from -100 to +100</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Likely to Recommend</td>
<td>Product Going in Right Direction?</td>
<td>Meets Requirements</td>
<td>Ease of Admin</td>
</tr>
<tr>
<td>dotMemory</td>
<td>92%</td>
<td>100%</td>
<td>92%</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Synthetics</td>
<td>80%</td>
<td>67%</td>
<td>88%</td>
<td>90%</td>
</tr>
<tr>
<td>Google Stackdriver Monitoring</td>
<td>81%</td>
<td>76%</td>
<td>88%</td>
<td>N/A</td>
</tr>
<tr>
<td>Micro Focus SiteScope</td>
<td>78%</td>
<td>71%</td>
<td>85%</td>
<td>86%</td>
</tr>
<tr>
<td>SolarWinds Standard Toolset</td>
<td>88%</td>
<td>100%</td>
<td>88%</td>
<td>N/A</td>
</tr>
<tr>
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<td>93%</td>
<td>91%</td>
<td>86%</td>
</tr>
<tr>
<td>Retrace</td>
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<tr>
<td>dotTrace</td>
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<td>86%</td>
<td>88%</td>
<td>N/A</td>
</tr>
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<td>Icinga Monitoring</td>
<td>88%</td>
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<td>82%</td>
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<td>Micro Focus Operations Bridge</td>
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<td>86%</td>
<td>84%</td>
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<tr>
<td>Scalyr</td>
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<td>100%</td>
<td>88%</td>
<td>86%</td>
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<tr>
<td>New Relic Infrastructure</td>
<td>85%</td>
<td>78%</td>
<td>91%</td>
<td>81%</td>
</tr>
<tr>
<td>SolarWinds Appoptics</td>
<td>83%</td>
<td>71%</td>
<td>90%</td>
<td>71%</td>
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<tr>
<td>Average</td>
<td>88%</td>
<td>87%</td>
<td>90%</td>
<td>87%</td>
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*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.

<table>
<thead>
<tr>
<th>Product</th>
<th>Small Business (50 or fewer emp.)</th>
<th>Mid-Market (51-1000 emp.)</th>
<th>Enterprise (&gt;1000 emp.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynatrace</td>
<td>4%</td>
<td>19%</td>
<td>77%</td>
</tr>
<tr>
<td>New Relic</td>
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<td>38%</td>
<td>26%</td>
</tr>
<tr>
<td>Splunk Enterprise</td>
<td>5%</td>
<td>30%</td>
<td>65%</td>
</tr>
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<td>AppDynamics</td>
<td>19%</td>
<td>33%</td>
<td>48%</td>
</tr>
<tr>
<td>Sumo Logic</td>
<td>11%</td>
<td>52%</td>
<td>37%</td>
</tr>
<tr>
<td>SolarWinds Server &amp; Application Monitor</td>
<td>10%</td>
<td>40%</td>
<td>50%</td>
</tr>
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<td>Veeam ONE</td>
<td>16%</td>
<td>61%</td>
<td>23%</td>
</tr>
<tr>
<td>Microsoft System Center</td>
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<td>37%</td>
<td>47%</td>
</tr>
<tr>
<td>LogicMonitor</td>
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<td>46%</td>
<td>35%</td>
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<tr>
<td>Datadog</td>
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<td>59%</td>
<td>24%</td>
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<td>Splunk Cloud</td>
<td>7%</td>
<td>21%</td>
<td>71%</td>
</tr>
<tr>
<td>PRTG</td>
<td>17%</td>
<td>57%</td>
<td>28%</td>
</tr>
<tr>
<td>Instana</td>
<td>9%</td>
<td>32%</td>
<td>58%</td>
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<tr>
<td>FusionReactor APM</td>
<td>68%</td>
<td>31%</td>
<td>3%</td>
</tr>
<tr>
<td>Logz.io</td>
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<td>63%</td>
<td>18%</td>
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<tr>
<td>LogRocket</td>
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<td>9%</td>
<td>0%</td>
</tr>
<tr>
<td>Pulse Secure Virtual Traffic Manager</td>
<td>12%</td>
<td>16%</td>
<td>72%</td>
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</tbody>
</table>

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.
## Additional Data for Application Performance Monitoring (APM) (continued)

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

### Customers by Size

<table>
<thead>
<tr>
<th></th>
<th>Small Business (50 or fewer emp.)</th>
<th>Mid-Market (50-1000 emp.)</th>
<th>Enterprise (&gt;1000 emp.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rollbar</td>
<td>68%</td>
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<td>9%</td>
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<tr>
<td>Atatus</td>
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<td>Raygun</td>
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<td>Graylog</td>
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<td>Catchpoint</td>
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<td>Rigor</td>
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<tr>
<td>New Relic Browser</td>
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<tr>
<td>New Relic Alerts</td>
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<td>31%</td>
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<tr>
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<td>SolarWinds Web Performance Monitor</td>
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(Additional Data for Application Performance Monitoring (APM) continues on next page)

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.*
Additional Data for Application Performance Monitoring (APM) (continued)

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

Customers by Size

<table>
<thead>
<tr>
<th>Product</th>
<th>Small Business (50 or fewer emp.)</th>
<th>Mid-Market (51-1000 emp.)</th>
<th>Enterprise (&gt;1000 emp.)</th>
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<tbody>
<tr>
<td>dotMemory</td>
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<td>New Relic Synthetics</td>
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<td>20%</td>
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<tr>
<td>Google Stackdriver Monitoring</td>
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<td>9%</td>
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<tr>
<td>Micro Focus SiteScope</td>
<td>7%</td>
<td>29%</td>
<td>64%</td>
</tr>
<tr>
<td>SolarWinds Standard Toolset</td>
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<td>30%</td>
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<tr>
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<tr>
<td>Average</td>
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<td>36%</td>
<td>34%</td>
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*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.
# Additional Data for Application Performance Monitoring (APM) (continued)

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

## Implementation

<table>
<thead>
<tr>
<th>Deployment</th>
<th>Implementation Time</th>
<th>Implementation Method</th>
<th>Number of Users Purchased</th>
<th>Contract Term</th>
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<tbody>
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<td>On-Premise</td>
<td>Avg. Months to Go Live</td>
<td>In-House Team</td>
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<td>3.5</td>
<td>72%</td>
</tr>
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<td>New Relic</td>
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<td>1.2</td>
<td>93%</td>
</tr>
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<td>Splunk Enterprise</td>
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<td>78%</td>
</tr>
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<td>AppDynamics</td>
<td>53%</td>
<td>47%</td>
<td>2.8</td>
<td>78%</td>
</tr>
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<td>Sumo Logic</td>
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<td>11%</td>
<td>1.6</td>
<td>90%</td>
</tr>
<tr>
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<td>11%</td>
<td>89%</td>
<td>1.9</td>
<td>86%</td>
</tr>
<tr>
<td>Veeam ONE</td>
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<td>89%</td>
<td>1.7</td>
<td>95%</td>
</tr>
<tr>
<td>Microsoft System Center</td>
<td>28%</td>
<td>72%</td>
<td>3.5</td>
<td>76%</td>
</tr>
<tr>
<td>LogicMonitor</td>
<td>81%</td>
<td>19%</td>
<td>1.9</td>
<td>92%</td>
</tr>
<tr>
<td>Datadog</td>
<td>94%</td>
<td>6%</td>
<td>2.0</td>
<td>73%</td>
</tr>
<tr>
<td>Splunk Cloud</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>PRTG</td>
<td>9%</td>
<td>91%</td>
<td>1.3</td>
<td>100%</td>
</tr>
<tr>
<td>Instana</td>
<td>86%</td>
<td>14%</td>
<td>2.4</td>
<td>88%</td>
</tr>
<tr>
<td>FusionReactor APM</td>
<td>48%</td>
<td>53%</td>
<td>0.6</td>
<td>91%</td>
</tr>
<tr>
<td>Logz.io</td>
<td>82%</td>
<td>18%</td>
<td>1.3</td>
<td>93%</td>
</tr>
<tr>
<td>LogRocket</td>
<td>82%</td>
<td>18%</td>
<td>1.6</td>
<td>95%</td>
</tr>
<tr>
<td>Pulse Secure Virtual Traffic Manager</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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

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

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

### Implementation

<table>
<thead>
<tr>
<th>Deployment</th>
<th>Implementation Time</th>
<th>Implementation Method</th>
<th>Number of Users Purchased</th>
<th>Contract Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud</td>
<td>On-Premise</td>
<td>Avg. Months to Go Live</td>
<td>In-House Team</td>
<td>Vendor Services Team</td>
</tr>
<tr>
<td>Rollbar</td>
<td>91%</td>
<td>9%</td>
<td>0.3</td>
<td>100%</td>
</tr>
<tr>
<td>Atatus</td>
<td>67%</td>
<td>33%</td>
<td>1.9</td>
<td>94%</td>
</tr>
<tr>
<td>Raygun</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>83%</td>
</tr>
<tr>
<td>Graylog</td>
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<td>1.3</td>
<td>83%</td>
</tr>
<tr>
<td>Catchpoint</td>
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<td>25%</td>
<td>3.3</td>
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</tr>
<tr>
<td>Scout APM</td>
<td>80%</td>
<td>20%</td>
<td>1.2</td>
<td>80%</td>
</tr>
<tr>
<td>Nagios XI</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>82%</td>
</tr>
<tr>
<td>Rigor</td>
<td>71%</td>
<td>29%</td>
<td>0.6</td>
<td>100%</td>
</tr>
<tr>
<td>Instrumental</td>
<td>88%</td>
<td>13%</td>
<td>0.3</td>
<td>100%</td>
</tr>
<tr>
<td>Germain APM</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Red Hat OpenShift Container Platform</td>
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<td>10%</td>
<td>1.6</td>
<td>88%</td>
</tr>
<tr>
<td>Google Cloud Console</td>
<td>86%</td>
<td>14%</td>
<td>N/A</td>
<td>100%</td>
</tr>
<tr>
<td>Azure Application Insights</td>
<td>80%</td>
<td>20%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Browser</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Alerts</td>
<td>67%</td>
<td>33%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Splunk SignalFX</td>
<td>86%</td>
<td>14%</td>
<td>1.4</td>
<td>88%</td>
</tr>
<tr>
<td>SolarWinds Web Performance Monitor</td>
<td>33%</td>
<td>67%</td>
<td>0.4</td>
<td>86%</td>
</tr>
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</table>

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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cloud</td>
<td>On-Premise</td>
<td>Avg. Months to Go Live</td>
<td>In-House Team</td>
</tr>
<tr>
<td>dotMemory</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Synthetics</td>
<td>80%</td>
<td>20%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Google Stackdriver Monitoring</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Micro Focus SiteScope</td>
<td>33%</td>
<td>67%</td>
<td>3.0</td>
<td>67%</td>
</tr>
<tr>
<td>SolarWinds Standard Toolset</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Anodot</td>
<td>44%</td>
<td>56%</td>
<td>1.4</td>
<td>80%</td>
</tr>
<tr>
<td>Retrace</td>
<td>76%</td>
<td>24%</td>
<td>1.4</td>
<td>93%</td>
</tr>
<tr>
<td>dotTrace</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Icinga Monitoring</td>
<td>30%</td>
<td>70%</td>
<td>3.1</td>
<td>92%</td>
</tr>
<tr>
<td>Micro Focus Operations Bridge</td>
<td>14%</td>
<td>86%</td>
<td>2.4</td>
<td>100%</td>
</tr>
<tr>
<td>Zabbix</td>
<td>38%</td>
<td>63%</td>
<td>2.5</td>
<td>89%</td>
</tr>
<tr>
<td>Scalyr</td>
<td>83%</td>
<td>17%</td>
<td>0.2</td>
<td>100%</td>
</tr>
<tr>
<td>New Relic Infrastructure</td>
<td>50%</td>
<td>50%</td>
<td>0.5</td>
<td>100%</td>
</tr>
<tr>
<td>SolarWinds Appoptics</td>
<td>86%</td>
<td>14%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

(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)

<table>
<thead>
<tr>
<th>User Adoption</th>
<th>Payback Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average User Adoption</strong></td>
<td><strong>Estimated ROI (payback period in months)</strong></td>
</tr>
<tr>
<td>Dynatrace</td>
<td>47% 21</td>
</tr>
<tr>
<td>New Relic</td>
<td>68% 13</td>
</tr>
<tr>
<td>Splunk Enterprise</td>
<td>63% 22</td>
</tr>
<tr>
<td>AppDynamics</td>
<td>51% 20</td>
</tr>
<tr>
<td>Sumo Logic</td>
<td>54% 16</td>
</tr>
<tr>
<td>SolarWinds Server &amp; Application Monitor</td>
<td>70% 15</td>
</tr>
<tr>
<td>Veeam ONE</td>
<td>78% 15</td>
</tr>
<tr>
<td>Microsoft System Center</td>
<td>76% 17</td>
</tr>
<tr>
<td>LogicMonitor</td>
<td>82% 16</td>
</tr>
<tr>
<td>Datadog</td>
<td>48% 19</td>
</tr>
<tr>
<td>Splunk Cloud</td>
<td>N/A N/A</td>
</tr>
<tr>
<td>PRTG</td>
<td>69% 10</td>
</tr>
<tr>
<td>Instana</td>
<td>57% 16</td>
</tr>
<tr>
<td>FusionReactor APM</td>
<td>60% 8</td>
</tr>
<tr>
<td>Logz.io</td>
<td>54% 20</td>
</tr>
<tr>
<td>LogRocket</td>
<td>86% 11</td>
</tr>
<tr>
<td>Pulse Secure Virtual Traffic Manager</td>
<td>N/A N/A</td>
</tr>
</tbody>
</table>

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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)

<table>
<thead>
<tr>
<th>Product</th>
<th>Average User Adoption</th>
<th>Payback Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rollbar</td>
<td>85%</td>
<td>3</td>
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<tr>
<td>Atatus</td>
<td>91%</td>
<td>11</td>
</tr>
<tr>
<td>Raygun</td>
<td>80%</td>
<td>7</td>
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<tr>
<td>Graylog</td>
<td>71%</td>
<td>12</td>
</tr>
<tr>
<td>Catchpoint</td>
<td>44%</td>
<td>20</td>
</tr>
<tr>
<td>Scout APM</td>
<td>N/A</td>
<td>4</td>
</tr>
<tr>
<td>Nagios XI</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Rigor</td>
<td>68%</td>
<td>9</td>
</tr>
<tr>
<td>Instrumental</td>
<td>82%</td>
<td>N/A</td>
</tr>
<tr>
<td>Germain APM</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Red Hat OpenShift Container Platform</td>
<td>56%</td>
<td>9</td>
</tr>
<tr>
<td>Google Cloud Console</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Azure Application Insights</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Browser</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Alerts</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Splunk SignalFX</td>
<td>76%</td>
<td>8</td>
</tr>
<tr>
<td>SolarWinds Web Performance Monitor</td>
<td>87%</td>
<td>7</td>
</tr>
</tbody>
</table>

(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)

<table>
<thead>
<tr>
<th></th>
<th>User Adoption</th>
<th>Payback Period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average User Adoption</td>
<td>Estimated ROI (payback period in months)</td>
</tr>
<tr>
<td>dotMemory</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Synthetics</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Google Stackdriver Monitoring</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Micro Focus SiteScope</td>
<td>71%</td>
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</tr>
<tr>
<td>SolarWinds Standard Toolset</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Anodot</td>
<td>34%</td>
<td>26</td>
</tr>
<tr>
<td>Retrace</td>
<td>58%</td>
<td>10</td>
</tr>
<tr>
<td>dotTrace</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Icinga Monitoring</td>
<td>76%</td>
<td>9</td>
</tr>
<tr>
<td>Micro Focus Operations Bridge</td>
<td>21%</td>
<td>N/A</td>
</tr>
<tr>
<td>Zabbix</td>
<td>72%</td>
<td>14</td>
</tr>
<tr>
<td>Scalyr</td>
<td>87%</td>
<td>N/A</td>
</tr>
<tr>
<td>New Relic Infrastructure</td>
<td>65%</td>
<td>N/A</td>
</tr>
<tr>
<td>SolarWinds Appoptics</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Average</td>
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(Additional Data for Application Performance Monitoring (APM) continues on next page)
# 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

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Year Founded</th>
<th>Revenue (SMM)</th>
<th>Employees on LinkedIn (Vendor)</th>
<th>LinkedIn Followers</th>
<th>Twitter Followers (Vendor)</th>
<th>Glassdoor Rating</th>
<th>Alexa Web Traffic Rank</th>
</tr>
</thead>
<tbody>
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<td>Dynatrace</td>
<td>2005</td>
<td>N/A</td>
<td>2,357</td>
<td>52,547</td>
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<tr>
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<td>60,144</td>
<td>70,862</td>
<td>4.6</td>
<td>5,492</td>
</tr>
<tr>
<td>Splunk Enterprise</td>
<td>2003</td>
<td>$2,359</td>
<td>6,498</td>
<td>278,605</td>
<td>68,075</td>
<td>4.1</td>
<td>10,313</td>
</tr>
<tr>
<td>AppDynamics</td>
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<td>2,108</td>
<td>69,354</td>
<td>22,924</td>
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<td>N/A</td>
<td>783</td>
<td>21,162</td>
<td>5,799</td>
<td>3.6</td>
<td>29,886</td>
</tr>
<tr>
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<td>59,096</td>
<td>16,856</td>
<td>2.7</td>
<td>11,958</td>
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<tr>
<td>Veeam ONE</td>
<td>2006</td>
<td>N/A</td>
<td>3,944</td>
<td>205,255</td>
<td>51,614</td>
<td>3.6</td>
<td>10,746</td>
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<td>Microsoft System Center</td>
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<td>$125,843</td>
<td>190,199</td>
<td>12,196,366</td>
<td>9,016,817</td>
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<td>63,880</td>
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<td>Datadog</td>
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<td>51,523</td>
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<td>5,840</td>
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<td>4.1</td>
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<td>289,872</td>
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<td>1,550</td>
<td>4.1</td>
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<td>12,002</td>
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<td>Pulse Secure Virtual Traffic Manager</td>
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<td>2014</td>
<td>N/A</td>
<td>652</td>
<td>13,730</td>
<td>6,887</td>
<td>3.8</td>
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</table>

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<th>LinkedIn Followers</th>
<th>Twitter Followers (Vendor)</th>
<th>Glassdoor Rating</th>
<th>Alexa Web Traffic Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rollbar</td>
<td>2012</td>
<td>N/A</td>
<td>59</td>
<td>1,154</td>
<td>4,211</td>
<td>5.0</td>
<td>22,822</td>
</tr>
<tr>
<td>Atatus</td>
<td>2014</td>
<td>N/A</td>
<td>9</td>
<td>43</td>
<td>47</td>
<td>N/A</td>
<td>829,641</td>
</tr>
<tr>
<td>Raygun</td>
<td>2007</td>
<td>N/A</td>
<td>55</td>
<td>2,930</td>
<td>2,889</td>
<td>4.4</td>
<td>46,316</td>
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<tr>
<td>Graylog</td>
<td>2009</td>
<td>N/A</td>
<td>48</td>
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*Additional Data for Application Performance Monitoring (APM) continues on next page*
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

<table>
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<tr>
<th>Vendor Name</th>
<th>Year Founded</th>
<th>Revenue (SMM)</th>
<th>Employees on LinkedIn (Vendor)</th>
<th>LinkedIn Followers</th>
<th>Twitter Followers (Vendor)</th>
<th>Glassdoor Rating</th>
<th>Alexa Web Traffic Rank</th>
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</table>

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