

Grid® Report for Application Performance Monitoring (APM)

Fall 2020



Application Performance Monitoring (APM) Software

Contenders								Leaders	
Niche								High Performers	

Market Presence

Satisfaction

G2 Grid® Scoring

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

Application Performance Monitoring (APM) Software (continued)

Application Performance Monitoring (APM) Software Definition

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

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

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

Application Performance Monitoring (APM) Grid® Scoring Description

Products shown on the Grid® for Application Performance Monitoring (APM) have received a minimum of 10 reviews/ratings in data gathered by 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

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

High Performers

Instana	56	82	48	65
FusionReactor APM	64	91	34	63
Logz.io	33	80	45	62
LogRocket	32	87	35	61

(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.

High Performers

	# of Reviews	Satisfaction	Market Presence	G2 Score
Pulse Secure Virtual Traffic Manager	57	73	49	61
Rollbar	22	81	39	60
Atatus	28	89	27	58
Raygun	10	81	34	58
Graylog	38	62	44	53
Catchpoint	14	68	37	52
Scout APM	20	80	20	50
Nagios XI	32	58	40	49
Rigor	20	67	29	48
Instrumental	12	72	5	38
Germain APM	15	52	20	36

Contenders

Red Hat OpenShift Container Platform	31	42	58	50
Google Cloud Console	30	37	53	45
Azure Application Insights	13	34	54	44
New Relic Browser	13	18	50	34
New Relic Alerts	13	13	54	33
Splunk SignalFX	14	6	54	30

(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.

Niche

	# of Reviews	Satisfaction	Market Presence	G2 Score
SolarWinds Web Performance Monitor	17	50	43	47
dotMemory	13	49	43	46
New Relic Synthetics	10	40	47	44
Google Stackdriver Monitoring	22	36	48	42
Micro Focus SiteScope	14	30	50	40
SolarWinds Standard Toolset	10	36	39	37
Anodot	17	45	24	35
Retrace	39	36	32	34
dotTrace	16	19	47	33
Icinga Monitoring	17	41	21	31
Micro Focus Operations Bridge	10	15	44	30
Zabbix	58	13	44	29
Scalyr	14	37	21	29
New Relic Infrastructure	11	6	47	26
SolarWinds Appoptics	14	16	30	23

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



Grid® Methodology

Grid® Rating Methodology

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

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For 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)

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

Grid® Methodology (continued)

Market Presence

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

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

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

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

Grid® Categorization Methodology

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

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

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

(Grid® Methodology continues on next page)



Grid® Methodology (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through September 02, 2020. The ratings may change as the products are further developed, the vendors grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche vendors may become High Performers.

Trust

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

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

Grid® Inclusion Criteria

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

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

Product Profiles

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



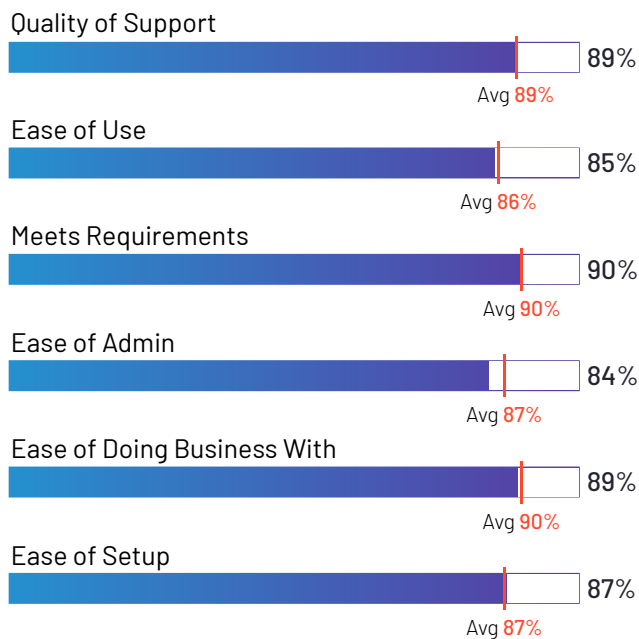
dynatrace

4.5 ★★★★★ (944)

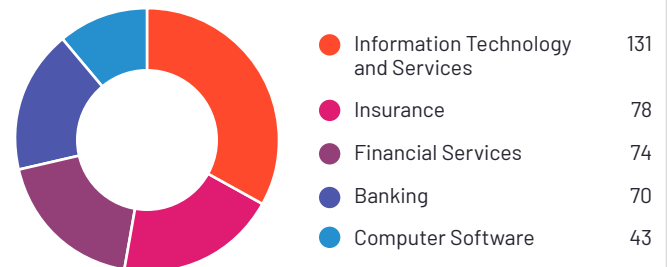


Dynatrace has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Dynatrace has the largest Market Presence and received the highest Satisfaction score among products in Application Performance Monitoring (APM). 98% of users rated it 4 or 5 stars, 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



Top Industries Represented



Ownership
Dynatrace



HQ Location
Waltham, MA



Year Founded
2005



Employees (Listed On LinkedIn™)
2357



Company Website
www.dynatrace.com



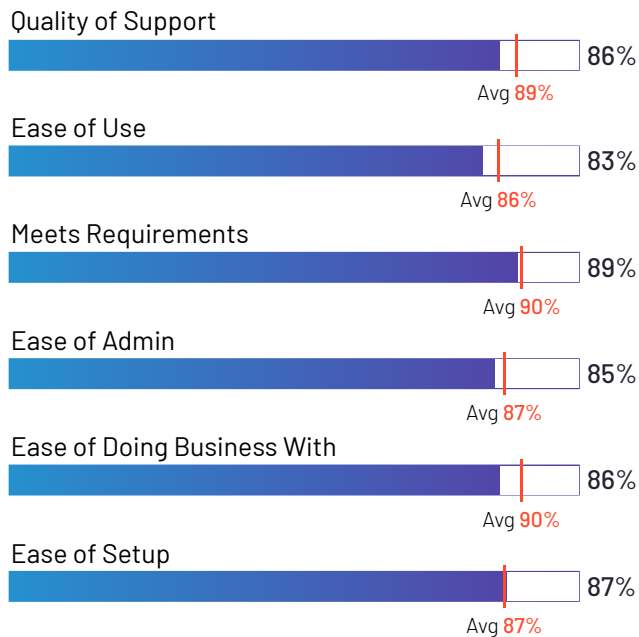
New Relic APM

4.3 ★★★★★ (220)

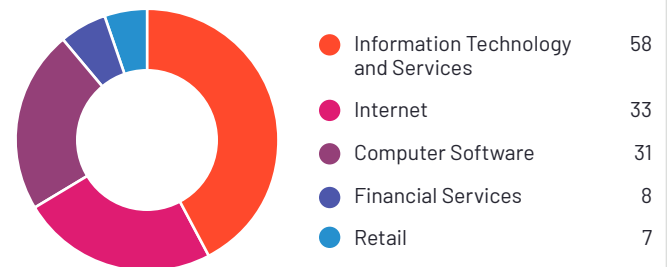


New Relic APM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic at a rate of 85%.

Satisfaction Ratings



Top Industries Represented



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



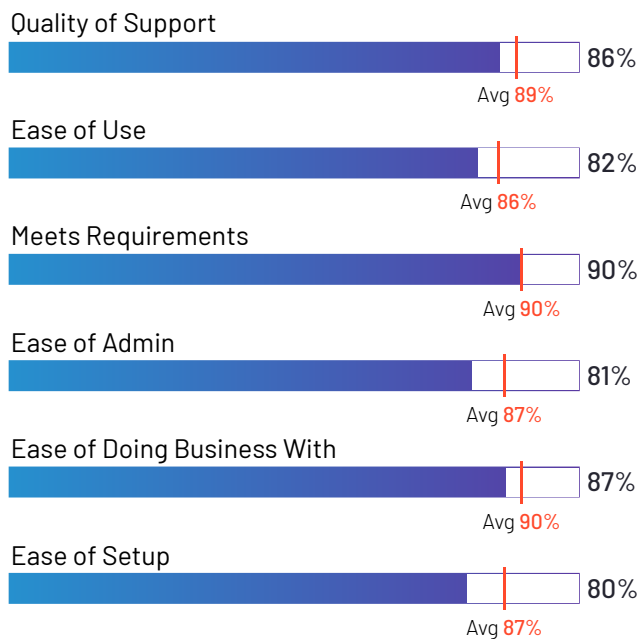
Splunk Enterprise

4.2 ★★★★★ (270)

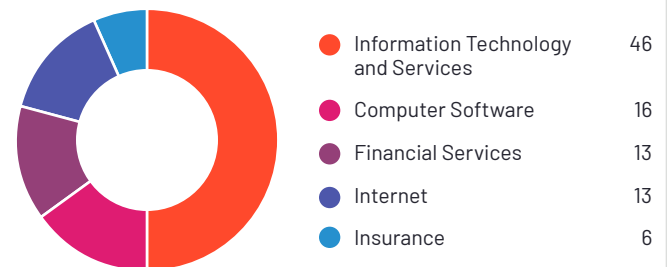


Splunk Enterprise has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 93% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk Enterprise at a rate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

Satisfaction Ratings



Top Industries Represented



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
6498



Company Website
www.splunk.com



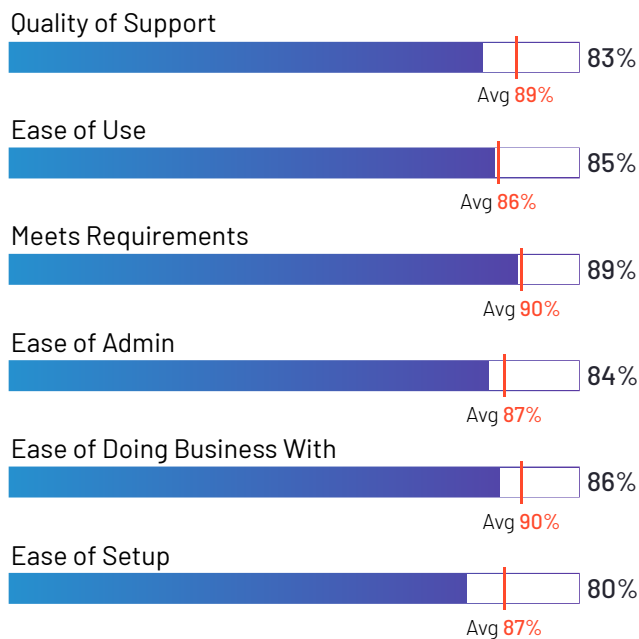
AppDynamics

4.2 ★★★★★ (206)



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



Top Industries Represented



Ownership
AppDynamics



HQ Location
San Francisco, CA



Year Founded
2008



Employees (Listed On LinkedIn™)
2108



Company Website
www.appdynamics.com



sumo logic

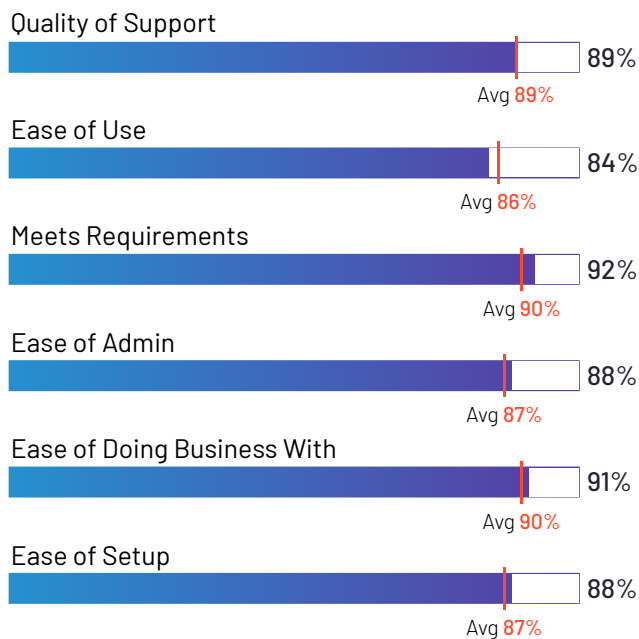
Sumo Logic

4.3 ★★★★★ (235)



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

Satisfaction Ratings



Top Industries Represented



Ownership
Sumo Logic



HQ Location
Redwood City, CA



Year Founded
2010



Employees (Listed On LinkedIn™)
783



Company Website
www.sumologic.com

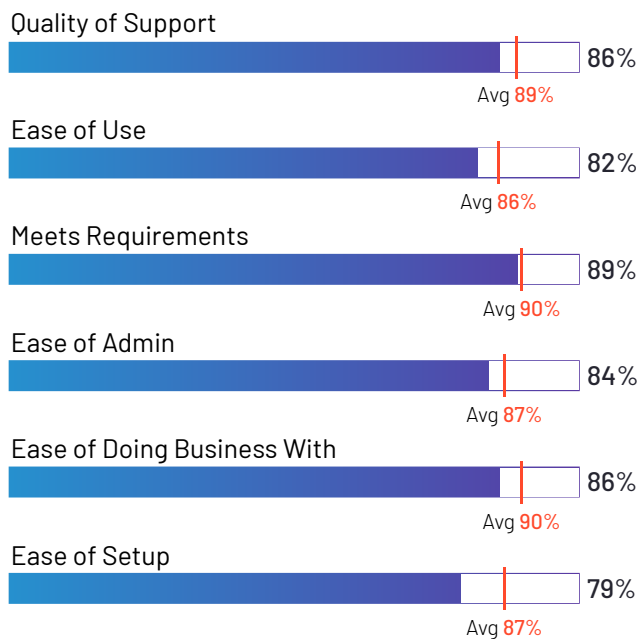


4.3 ★★★★★ (241)

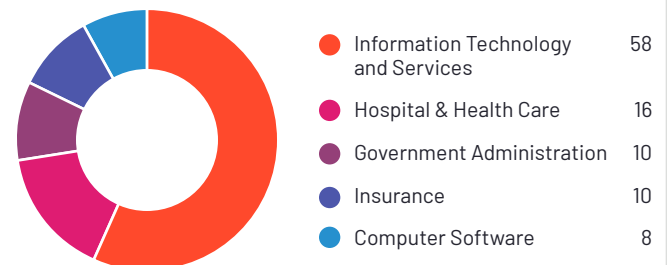


SolarWinds Server & Application Monitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Server & Application Monitor at a rate of 85%. SolarWinds Server & Application Monitor is also in the Server Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2468



Company Website
www.solarwinds.com



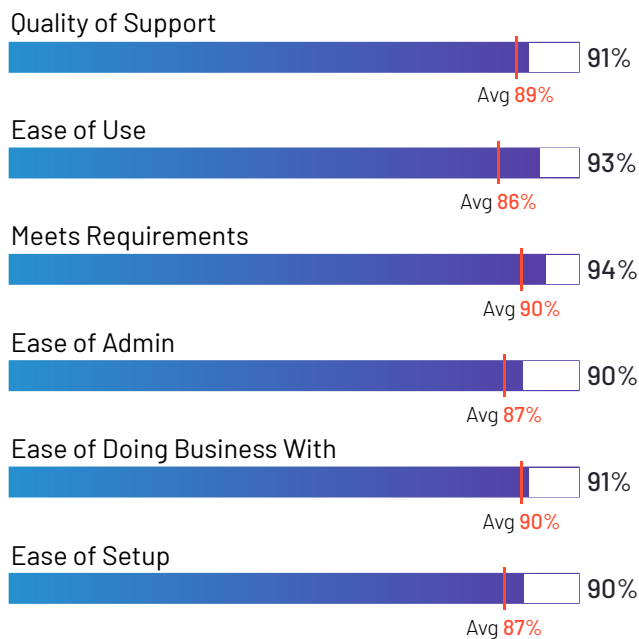
Veeam ONE

4.6 ★★★★★ (142)

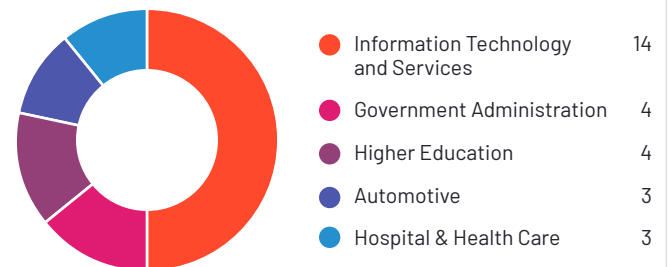


Veeam ONE has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Veeam ONE at a rate of 92%. Veeam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

Satisfaction Ratings



Top Industries Represented



Ownership
Veeam



HQ Location
Columbus, OH



Year Founded
2006



Employees (Listed On LinkedIn™)
3944



Company Website
www.veeam.com



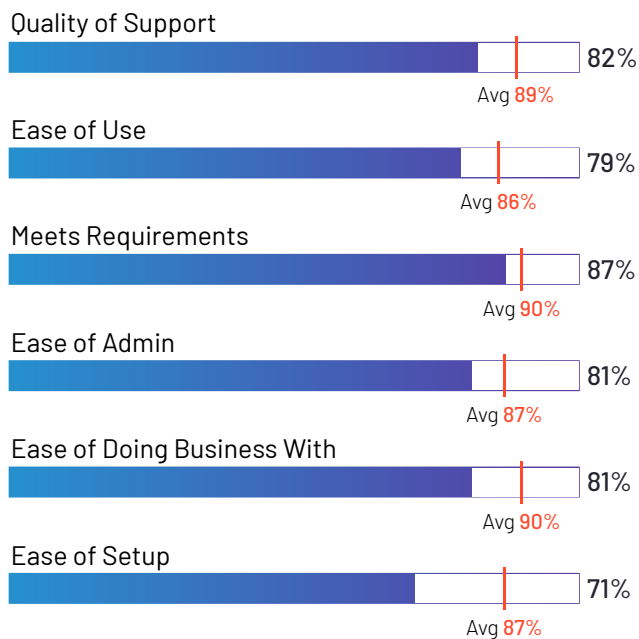
Microsoft System Center

4.1 ★★★★★ (524)

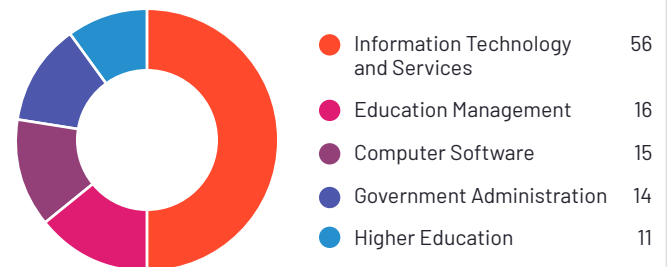


Microsoft System Center has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% of users rated it 4 or 5 stars, 77% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft System Center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

Satisfaction Ratings



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
190199



Company Website
news.microsoft.com



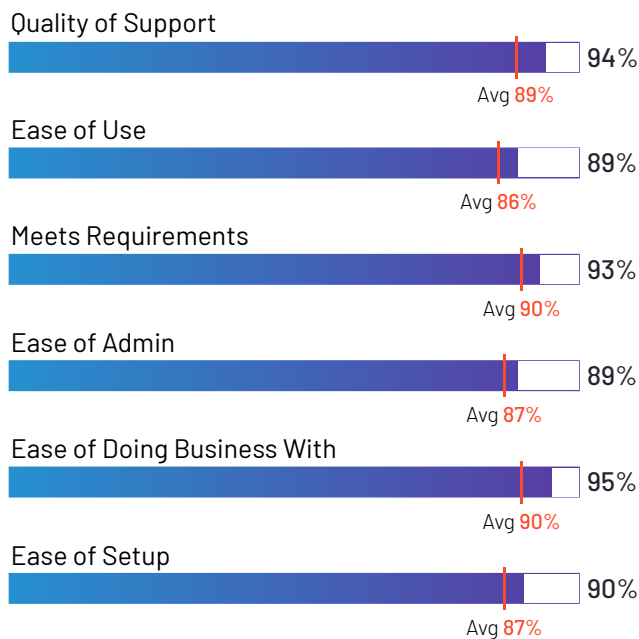
LogicMonitor

4.5 ★★★★★ (243)



LogicMonitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 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



Top Industries Represented



Ownership
LogicMonitor



HQ Location
Santa Barbara, CA



Year Founded
2007



Employees (Listed On LinkedIn™)
623



Company Website
www.logicmonitor.com



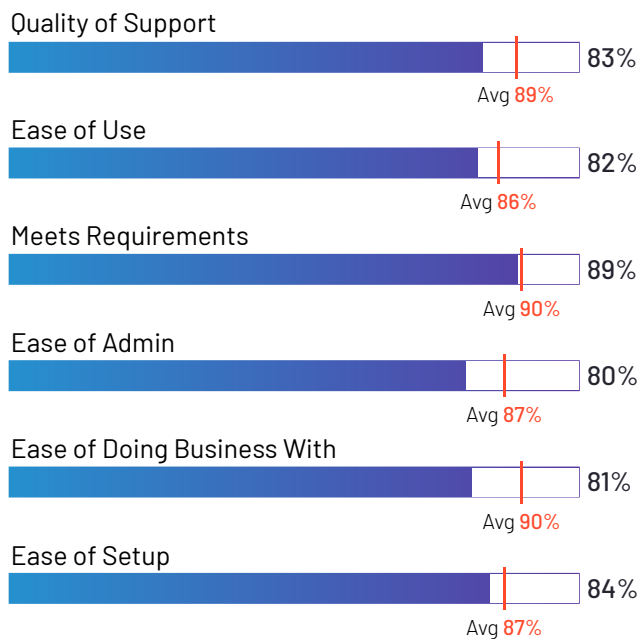
Datadog

4.2 ★★★★★ (210)

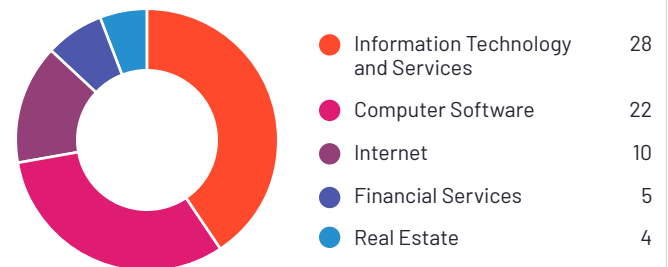


Datadog has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Datadog at a rate of 85%. Datadog is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

Satisfaction Ratings



Top Industries Represented



Ownership
Datadog



HQ Location
New York, NY



Year Founded
2010



Employees (Listed On LinkedIn™)
1992



Company Website
www.datadoghq.com



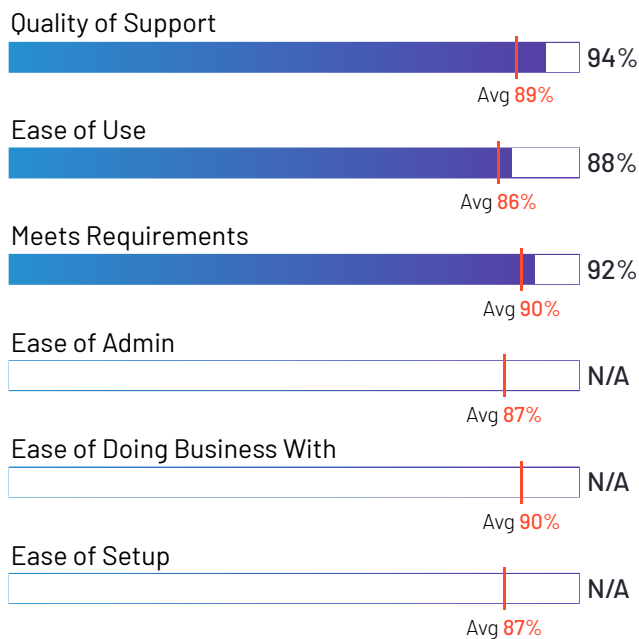
Splunk Cloud

4.4 ★★★★★ (17)

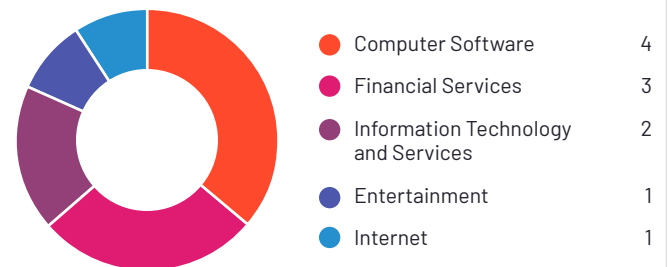


Splunk Cloud has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 93% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Splunk Cloud at a rate of 89%. Splunk Cloud is also in the AIOps Platforms category.

Satisfaction Ratings



Top Industries Represented



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



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
6498



Company Website
www.splunk.com



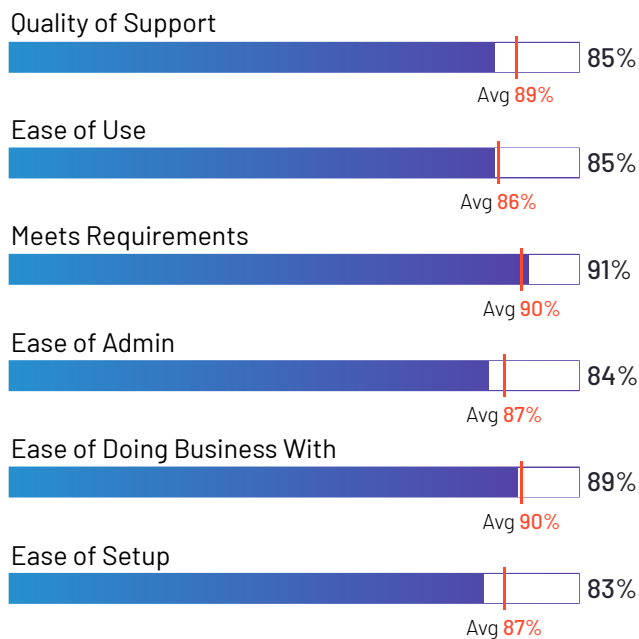
PRTG Network Monitor

4.6 ★★★★★ (52)

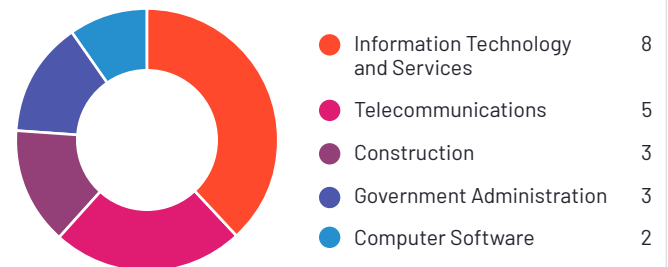


PRTG Network Monitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend PRTG at a rate of 91%. PRTG is also in the Enterprise Monitoring, Network Monitoring, Cloud Infrastructure Monitoring, Database Monitoring, Hardware Monitoring, and Server Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Paessler AG



HQ Location
Nuremberg,
Germany



Year Founded
1997



Employees (Listed On LinkedIn™)
221



Company Website
www.paessler.com



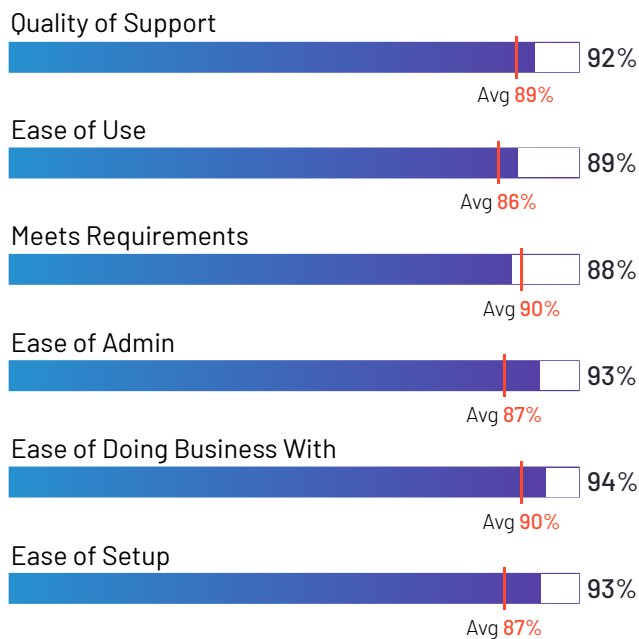
Instana

4.5 ★★★★★ (60)



Instana has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 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



Top Industries Represented



Ownership
Instana



HQ Location
Chicago, IL



Year Founded
2015



Employees (Listed On LinkedIn™)
161



Company Website
www.instana.com

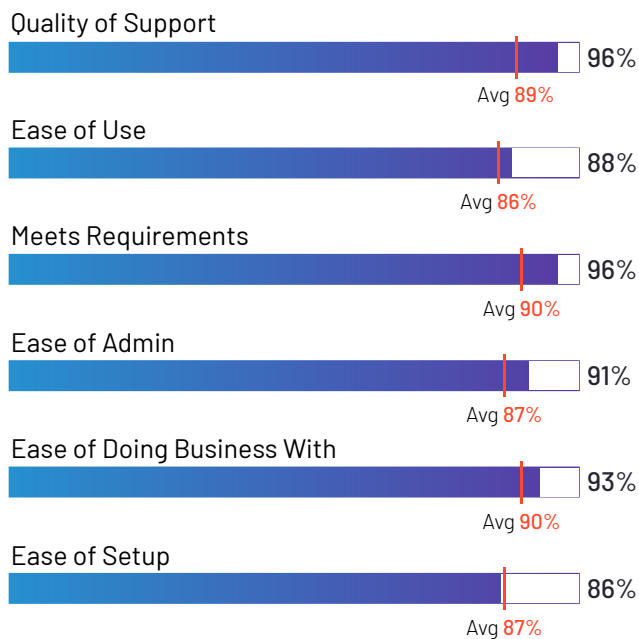


4.7 ★★★★★ (72)

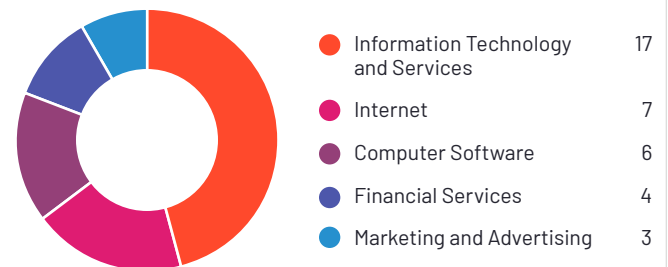


FusionReactor APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely 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



Top Industries Represented



Ownership
Integral GmbH



HQ Location
B, äö, àÇblingen,
Germany



Year Founded
1998



Employees (Listed On LinkedIn™)
22



Company Website
www.integral.com



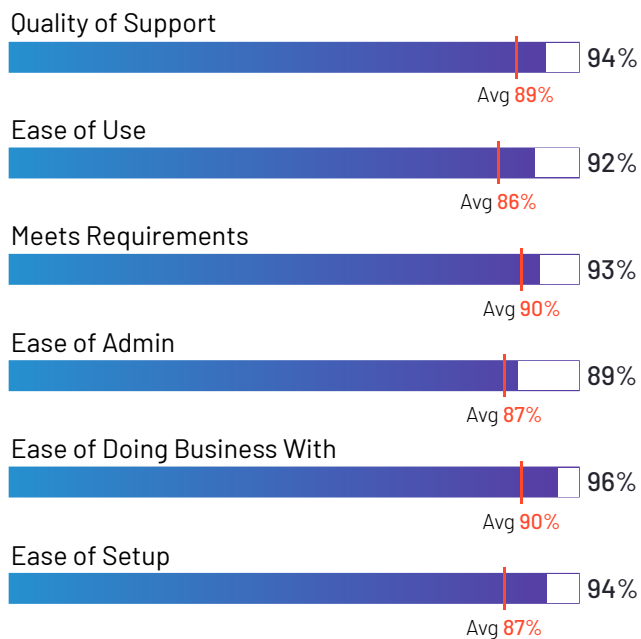
Logz.io

4.6 ★★★★★ (92)

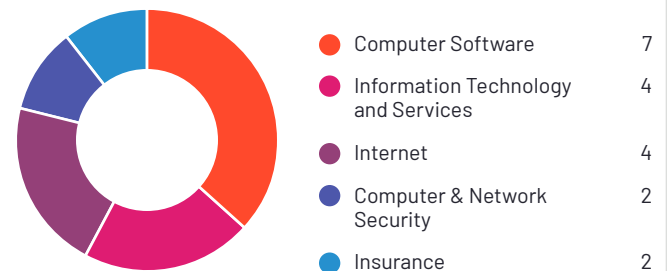


Logz.io has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Logz.io at a rate of 95%. Logz.io is also in the Cloud Infrastructure Monitoring , Security Information and Event Management (SIEM), and Log Analysis categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Logz.io



HQ Location
Boston, MA



Year Founded
2014



Employees (Listed On LinkedIn™)
227



Company Website
logz.io



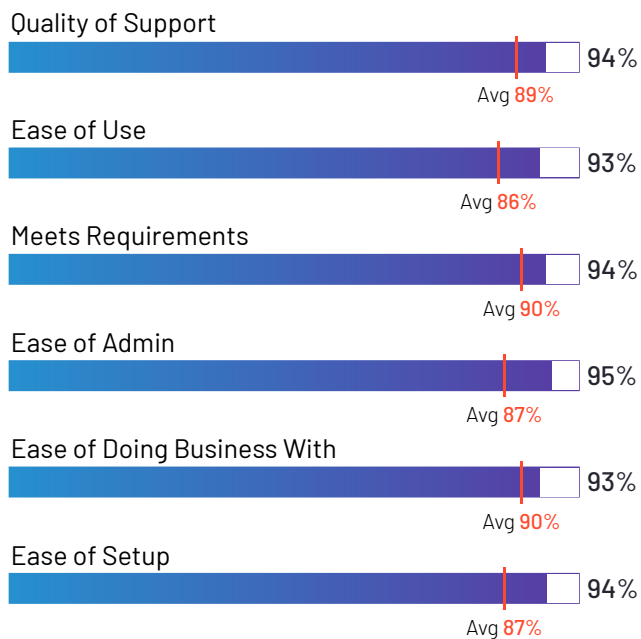
LogRocket

4.7 ★★★★★ (85)

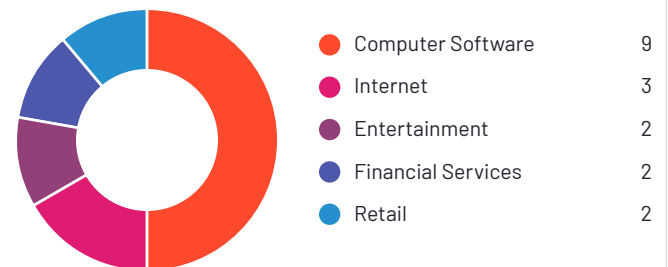


LogRocket has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend LogRocket at a rate of 94%. LogRocket is also in the Bug Tracking and Session Replay categories.

Satisfaction Ratings



Top Industries Represented



Ownership
LogRocket, Inc.



HQ Location
Boston, MA



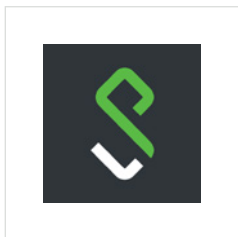
Year Founded
2016



Employees (Listed On LinkedIn™)
91



Company Website
logrocket.com



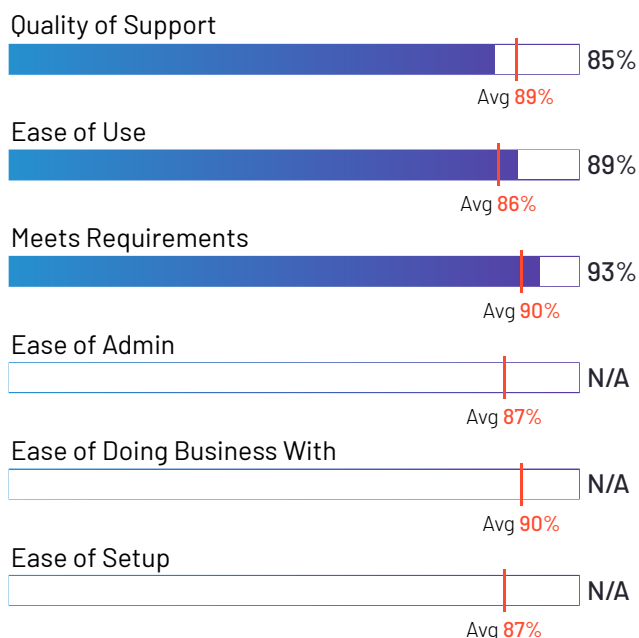
Pulse Secure Virtual Traffic Manager

4.3 ★★★★★ (62)

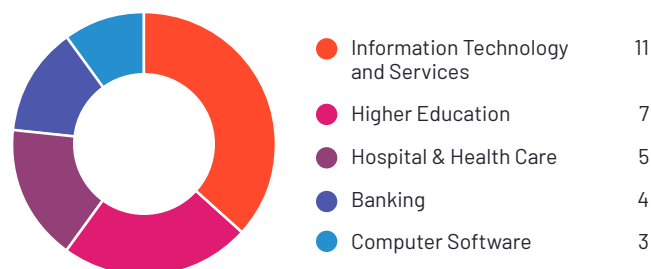


Pulse Secure Virtual Traffic Manager has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 89% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they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

Satisfaction Ratings



Top Industries Represented



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



Ownership
Pulse Secure LLC



HQ Location
San Jose, CA



Year Founded
2014



Employees (Listed On LinkedIn™)
652



Company Website
pulsesecure.net



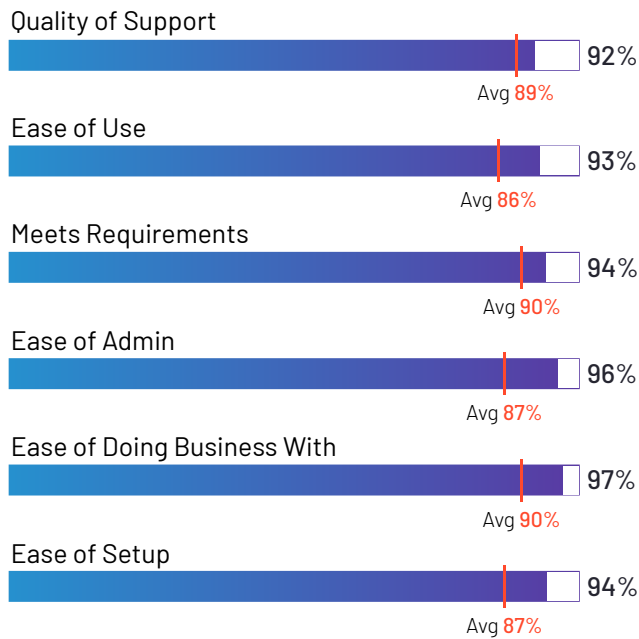
Rollbar

4.6 ★★★★★ (114)

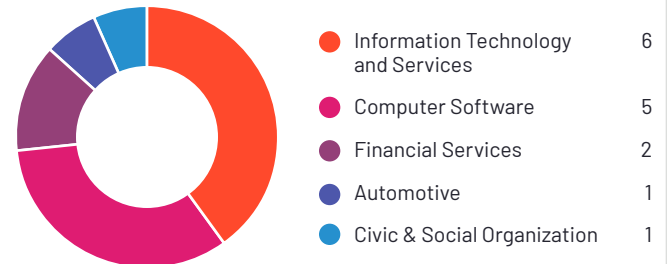


Rollbar has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Rollbar



HQ Location
San Francisco, CA



Year Founded
2012



Employees (Listed On LinkedIn™)
59



Company Website
rollbar.com



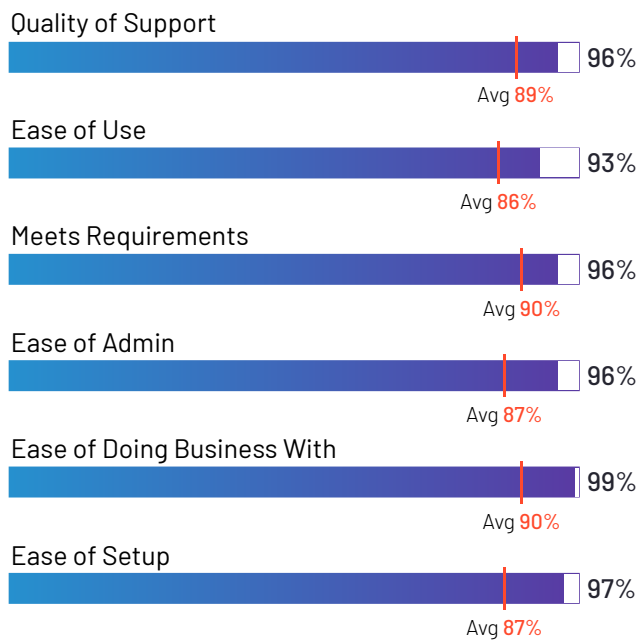
Atatus

4.8 ★★★★★ (28)

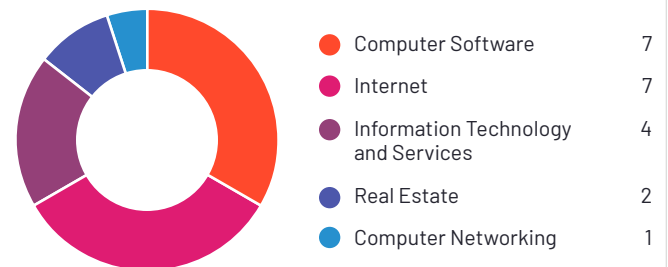


Atatus has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Atatus



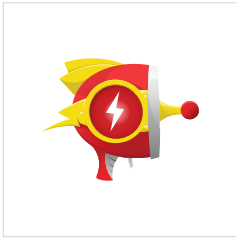
Year Founded
2014



Employees (Listed On LinkedIn™)
9



Company Website
www.atatus.com



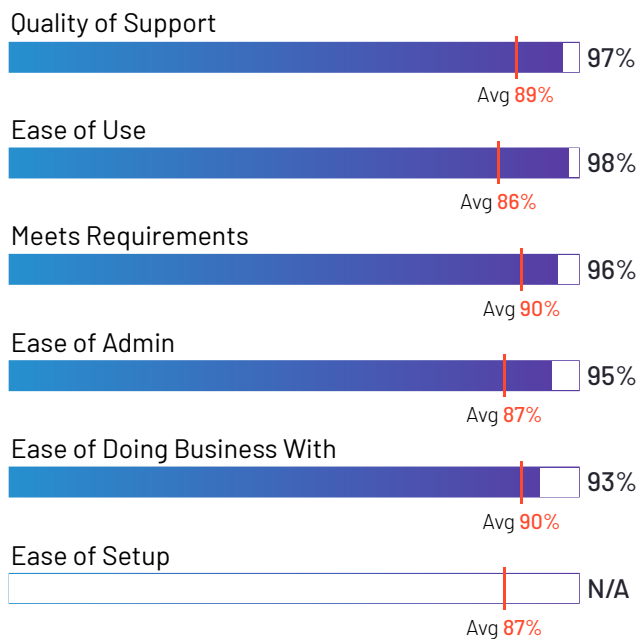
Raygun

4.5 ★★★★★ (43)



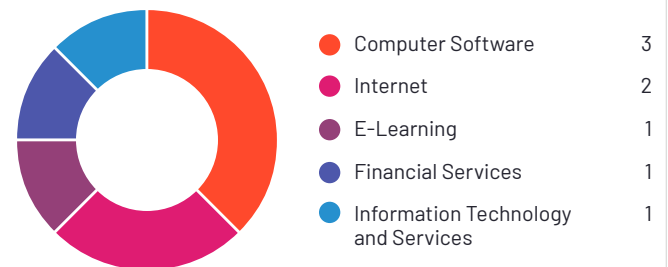
Raygun has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



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

Top Industries Represented



Ownership
Raygun



HQ Location
Wellington, New Zealand



Year Founded
2007



Employees (Listed On LinkedIn™)
55



Company Website
raygun.com



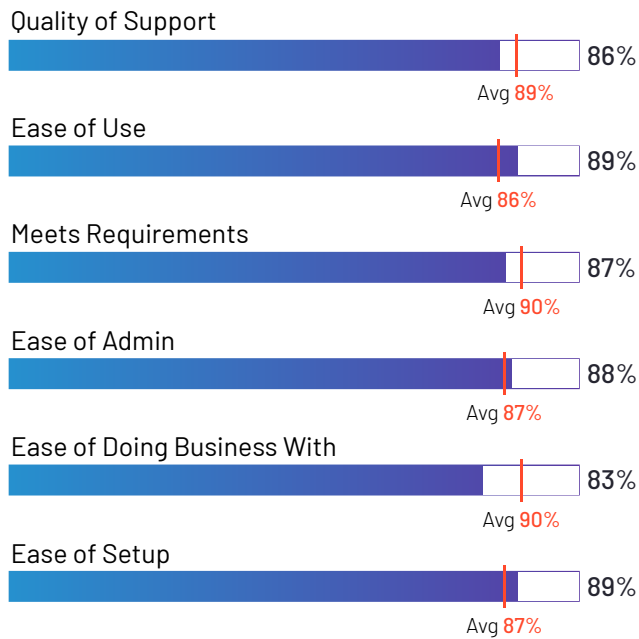
Graylog

4.4 ★★★★★ (109)

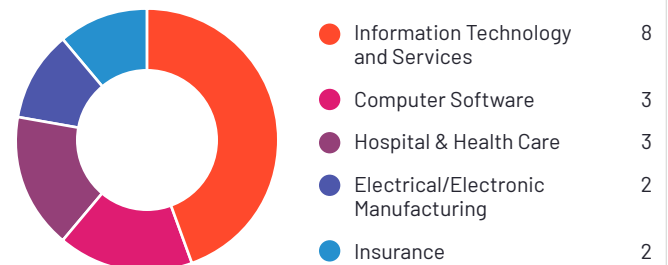


Graylog has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Graylog



HQ Location
Houston, TX



Year Founded
2009



Employees (Listed On LinkedIn™)
48



Company Website
www.graylog.org



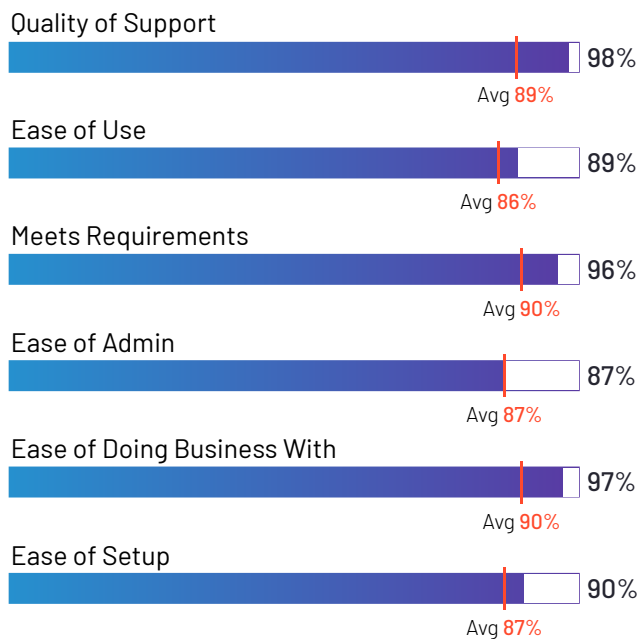
Catchpoint

4.6 ★★★★★ (29)

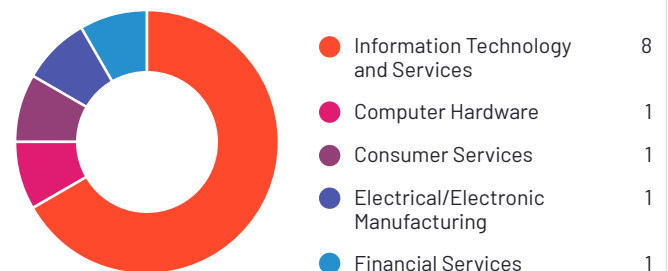


Catchpoint has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Catchpoint



HQ Location
New York, NY



Year Founded
2008



Employees (Listed On LinkedIn™)
249



Company Website
www.catchpoint.com



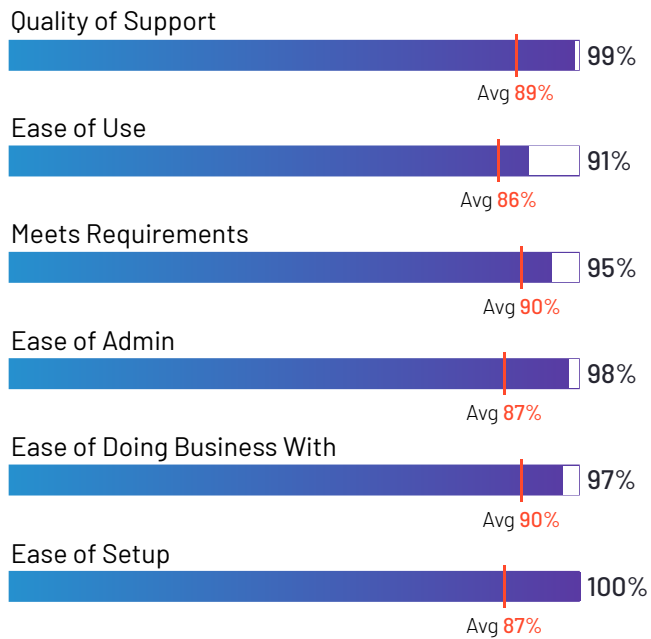
Scout APM

4.8 ★★★★★ (20)

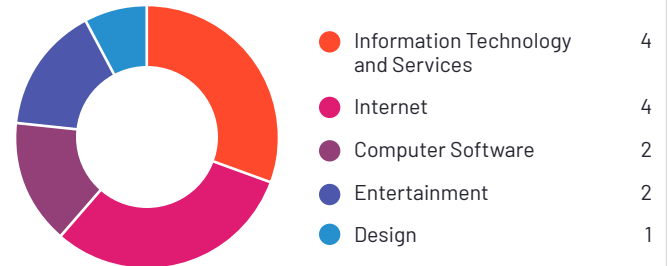


Scout APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Scout APM



HQ Location
Fort Collins, CO



Year Founded
2008



Employees (Listed On LinkedIn™)
25



Company Website
scoutapm.com



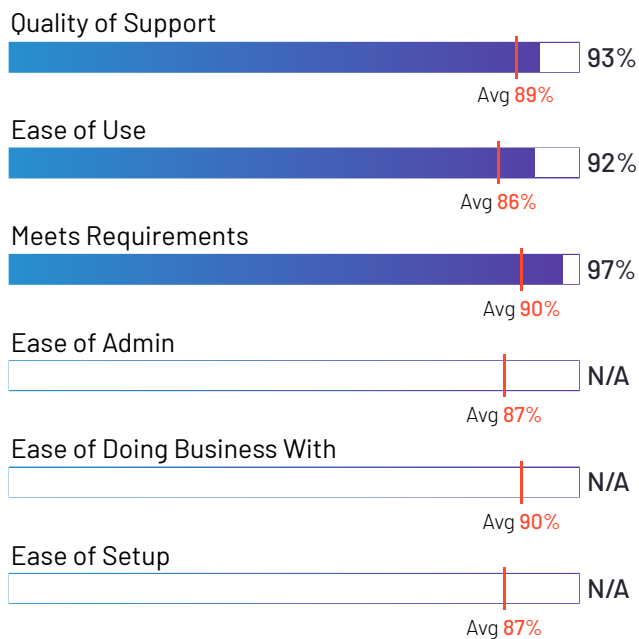
Nagios XI

4.6 ★★★★★ (40)

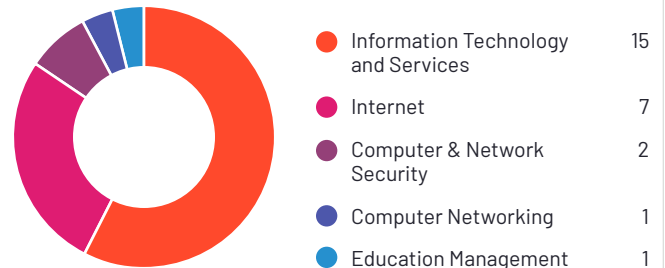


Nagios XI has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Nagios XI at a rate of 93%. Nagios XI is also in the Server Monitoring, Enterprise Monitoring, and Network Monitoring categories.

Satisfaction Ratings



Top Industries Represented



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



Ownership
Nagios



HQ Location
Saint Paul, MN



Year Founded
2007



Employees (Listed On LinkedIn™)
39



Company Website
www.nagios.com



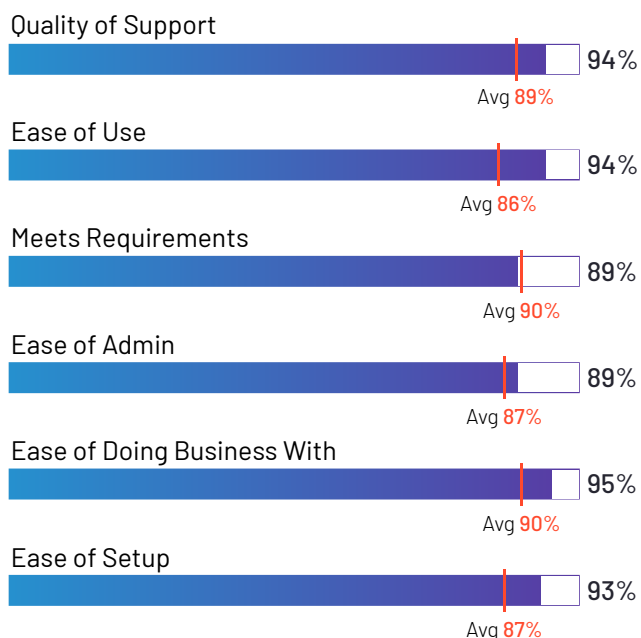
Rigor

4.7 ★★★★★ (23)

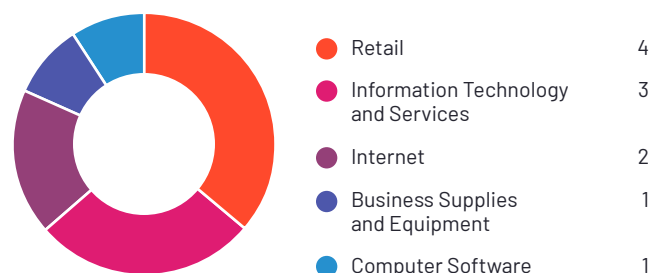


Rigor has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings



Top Industries Represented



Ownership
Rigor



HQ Location
Atlanta, GA



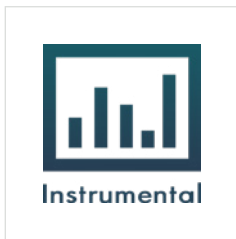
Year Founded
2010



Employees (Listed On LinkedIn™)
49



Company Website
rigor.com



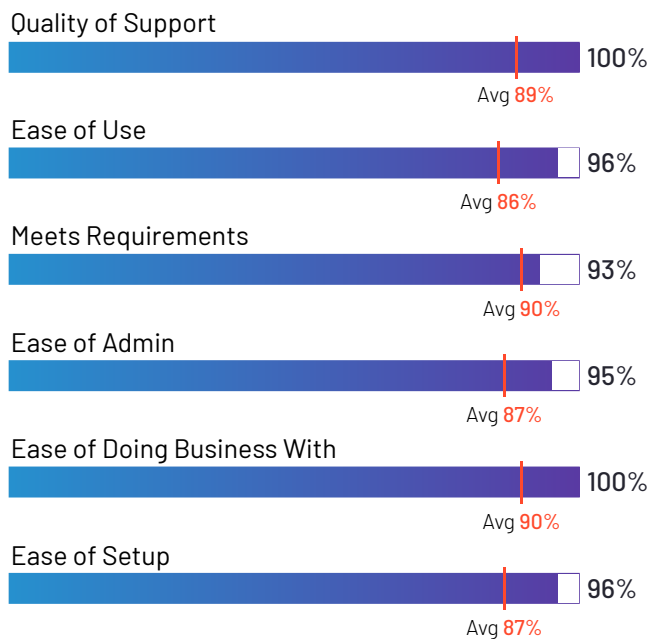
Instrumental

4.9 ★★★★★ (12)

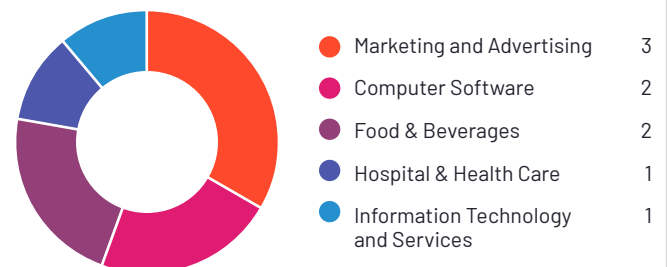


Instrumental has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to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

Satisfaction Ratings



Top Industries Represented



Ownership
Expected Behavior



HQ Location
Indianapolis, IN



Year Founded
2006



Employees (Listed On LinkedIn™)
10



Company Website
www.expectedbehavior.com



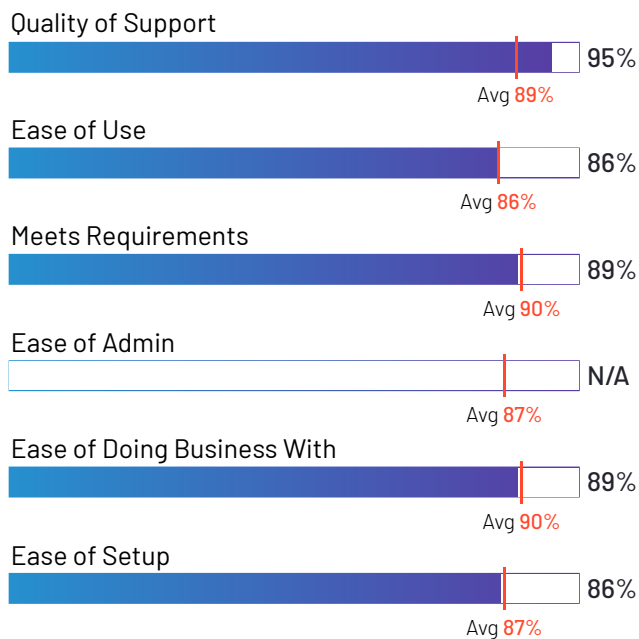
Germain APM

4.6 ★★★★★ (19)

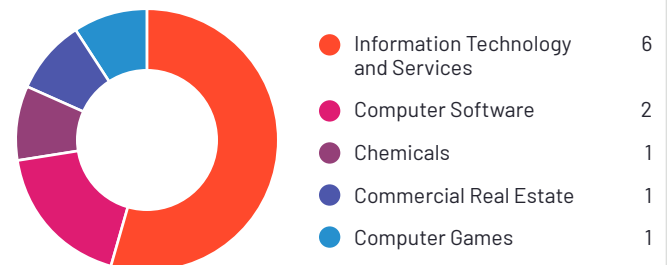


Germain APM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Germain APM at a rate of 93%. Germain APM is also in the Business Process Management and Digital Experience Monitoring (DEM) categories.

Satisfaction Ratings



Top Industries Represented



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



Ownership
germain APM



HQ Location
San Francisco, CA



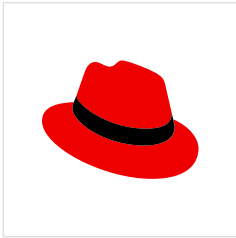
Year Founded
2006



Employees (Listed On LinkedIn™)
13



Company Website
germainapm.com

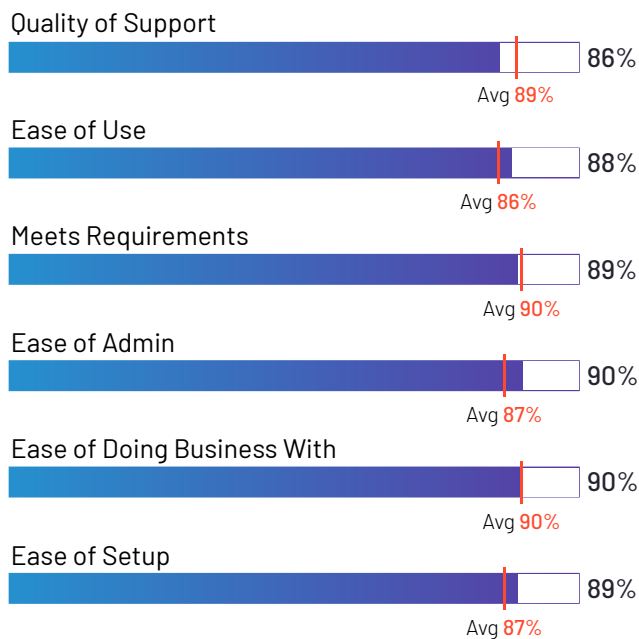


Red Hat OpenShift Container Platform

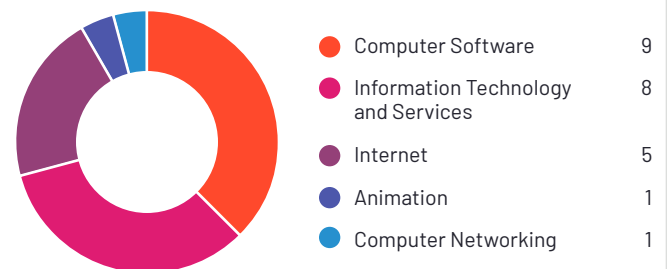
4.4 ★★★★★ (50)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Red Hat



HQ Location
Raleigh, NC



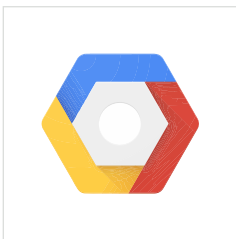
Year Founded
1993



Employees (Listed On LinkedIn™)
15974



Company Website
www.redhat.com

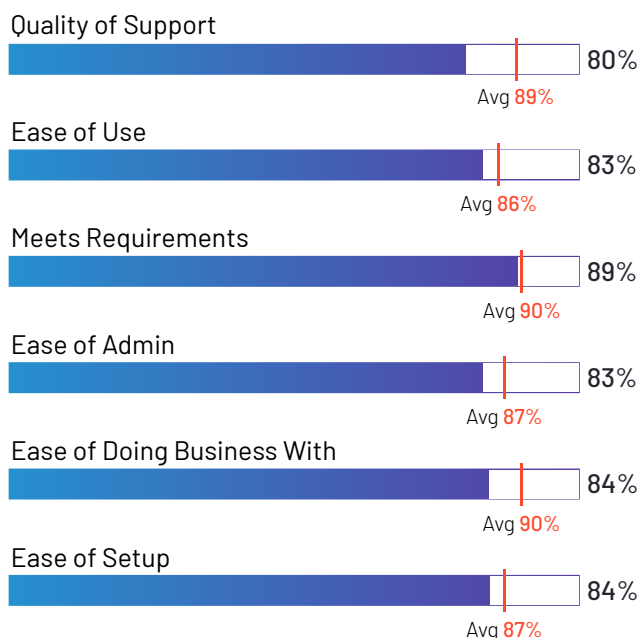


Google Cloud Console

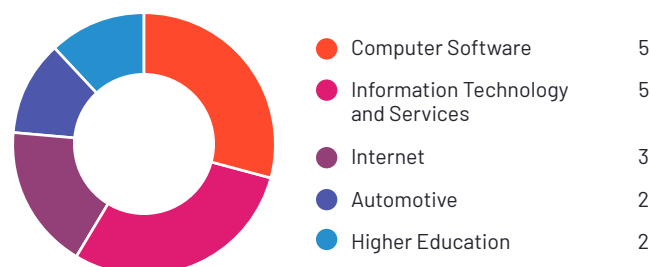
4.0 ★★★★★ (32)

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



Top Industries Represented



Ownership
Google



HQ Location
Mountain View, CA



Year Founded
1998



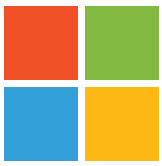
Total Revenue
\$161,857 (USD MM)



Employees (Listed On LinkedIn™)
212996



Company Website
www.google.com

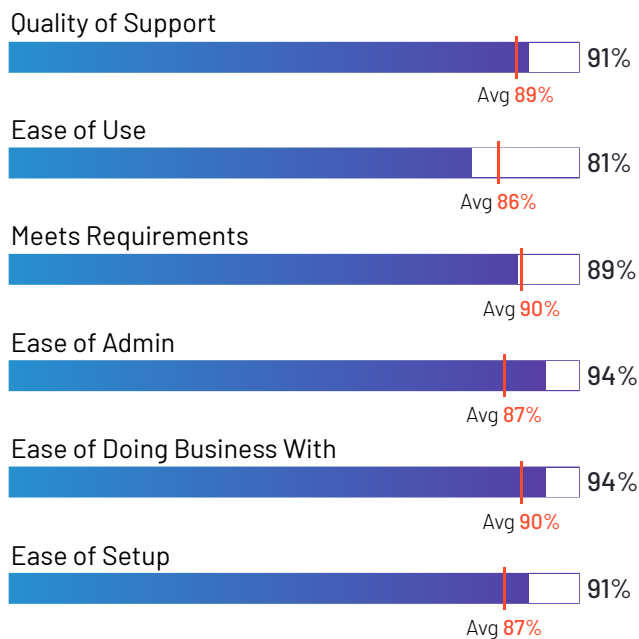


Azure Application Insights

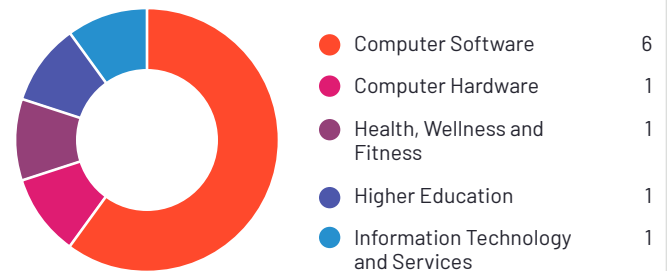
4.3 ★★★★★ (15)

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



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Total Revenue
\$125,843 (USD MM)



Employees (Listed On LinkedIn™)
190199



Company Website
news.microsoft.com

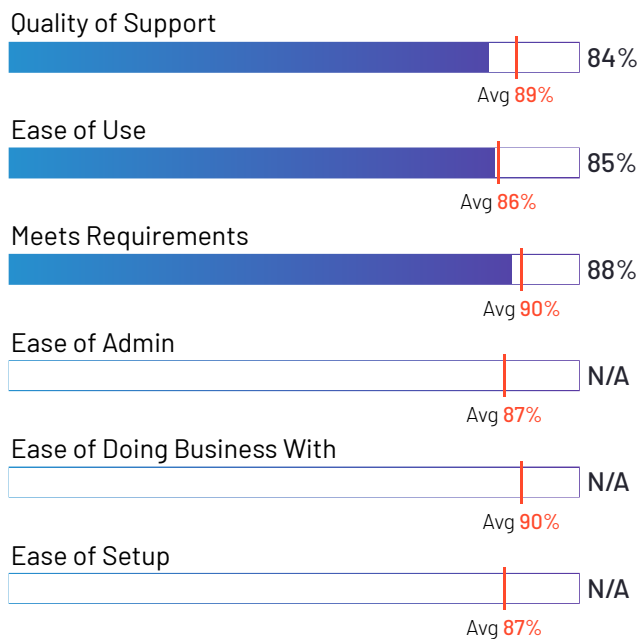


New Relic Browser

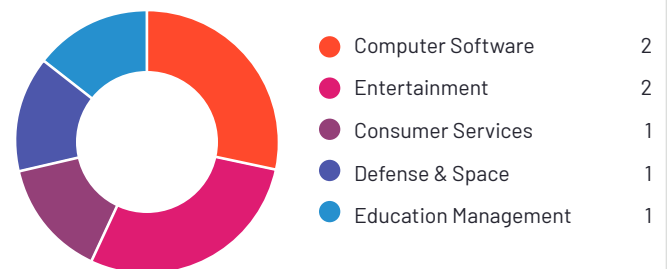
4.0 ★★★★★ (13)

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



Top Industries Represented



*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

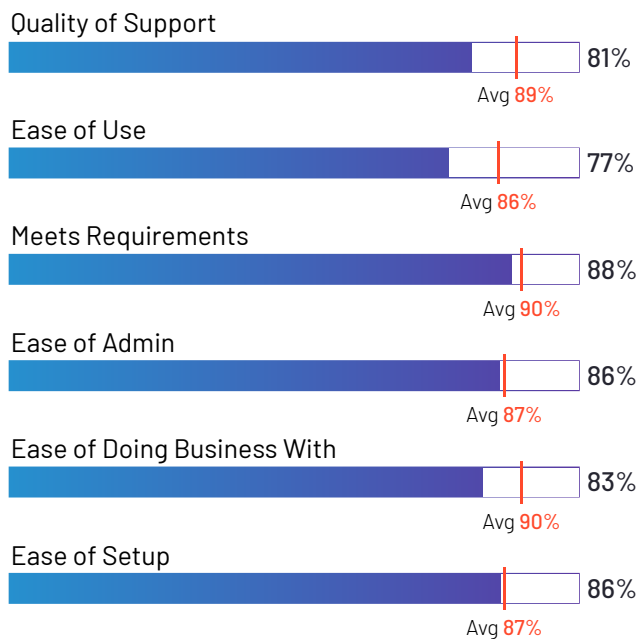


New Relic Alerts

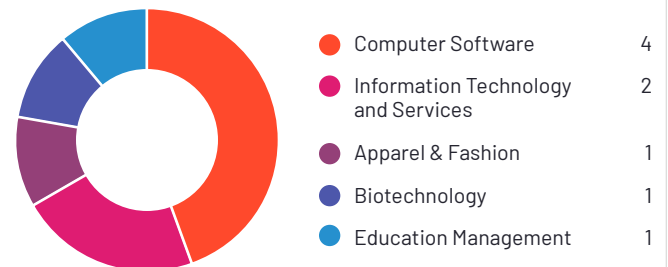
4.3 ★★★★★ (14)

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



Top Industries Represented



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

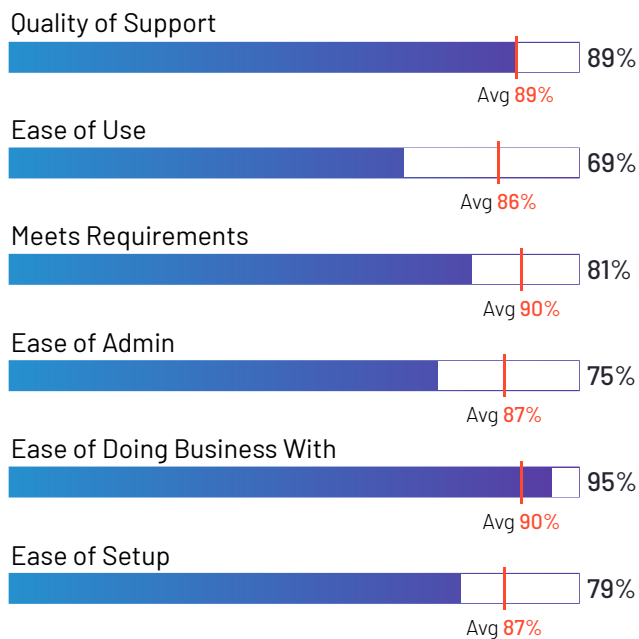


Splunk SignalFX

4.1 ★★★★★ (21)

Splunk SignalFX has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 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



Top Industries Represented



Ownership
Splunk



HQ Location
San Francisco, CA



Year Founded
2003



Total Revenue
\$2,359 (USD MM)



Employees (Listed On LinkedIn™)
6498



Company Website
www.splunk.com

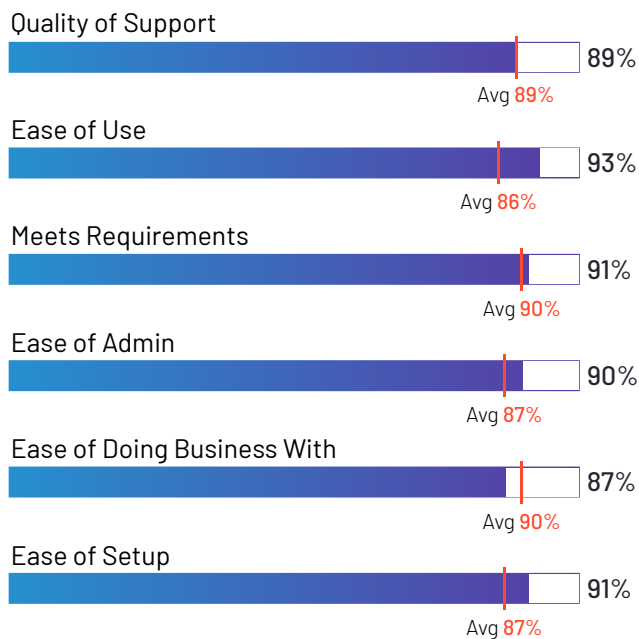


SolarWinds Web Performance Monitor

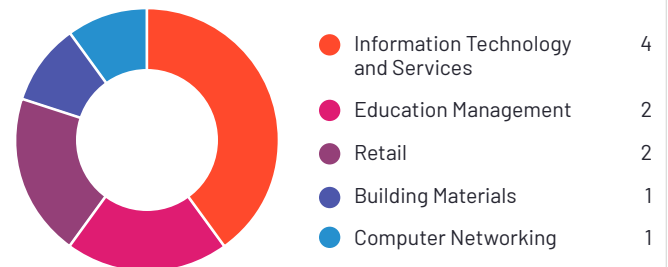
4.4 ★★★★★ (19)

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



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2468



Company Website
www.solarwinds.com

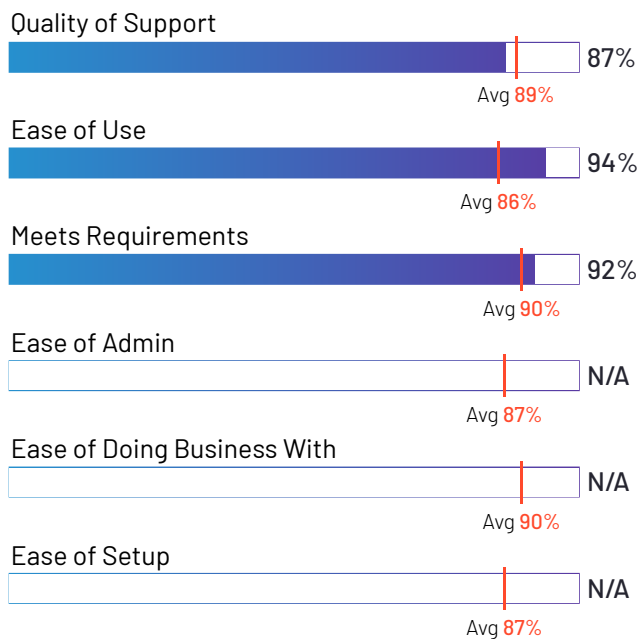


dotMemory

4.6 ★★★★★ (13)

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

Satisfaction Ratings



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

Top Industries Represented



Ownership
JetBrains



HQ Location
Prague, Czech Republic



Year Founded
2000



Employees (Listed On LinkedIn™)
969



Company Website
www.jetbrains.com

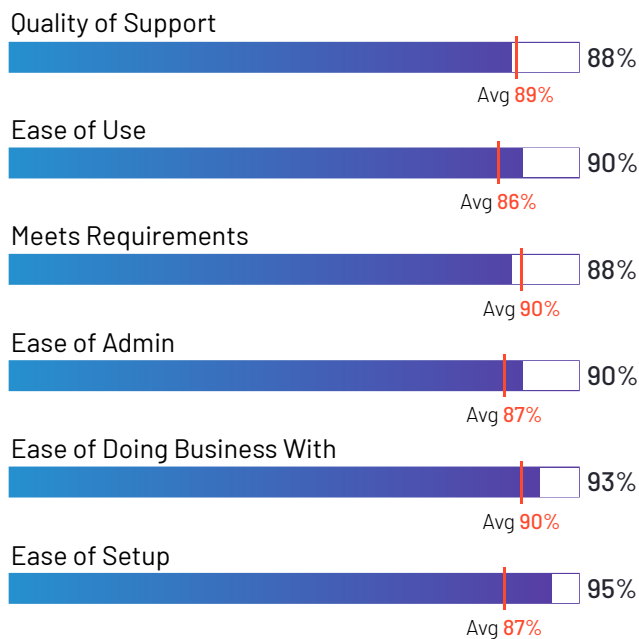


New Relic Synthetics

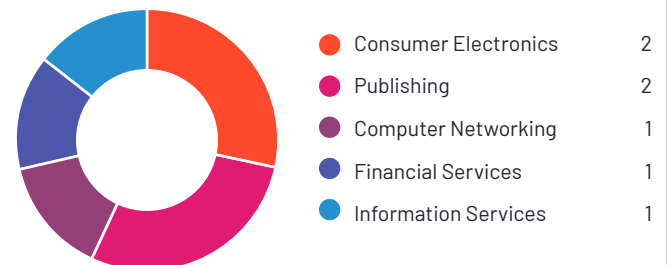
3.8 ★★★★★ (12)

New Relic Synthetics has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic Synthetics at a rate of 80%. New Relic Synthetics is also in the Digital Experience Monitoring (DEM) category.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2313



Company Website
newrelic.com

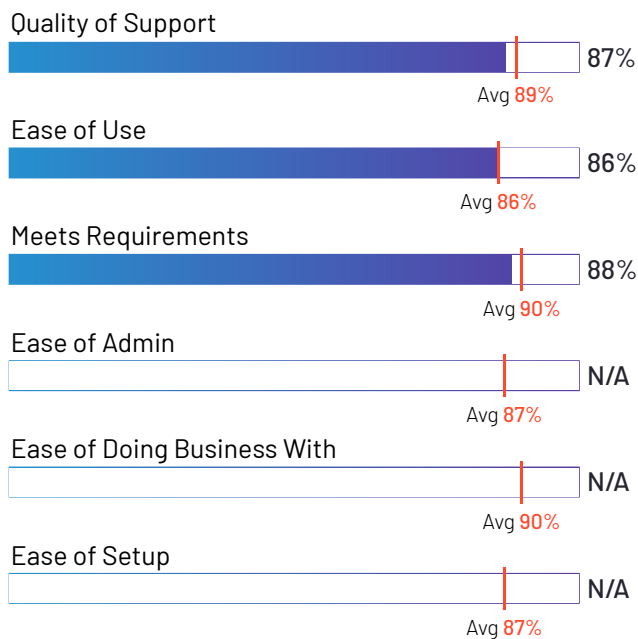


Google Stackdriver Monitoring

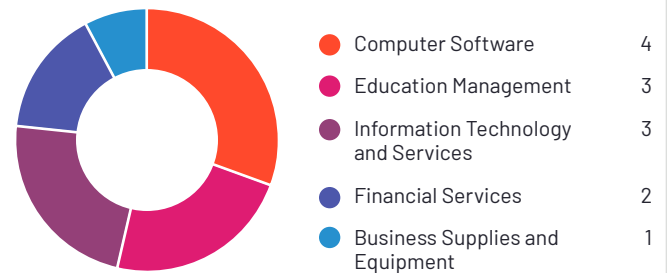
4.0 ★★★★★ (32)

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

Satisfaction Ratings



Top Industries Represented



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



Ownership
Google



HQ Location
Mountain View, CA



Year Founded
1998



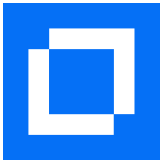
Total Revenue
\$161,857 (USD MM)



Employees (Listed On LinkedIn™)
212996



Company Website
www.google.com

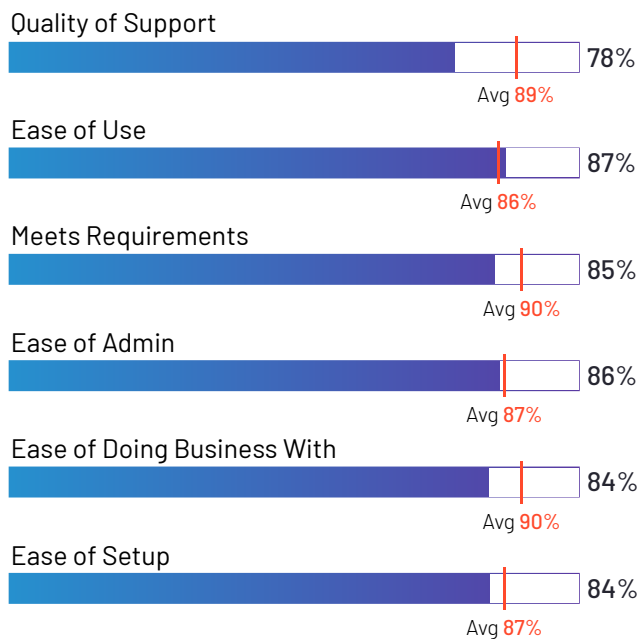


Micro Focus SiteScope

3.9 ★★★★★ (20)

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



Top Industries Represented



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

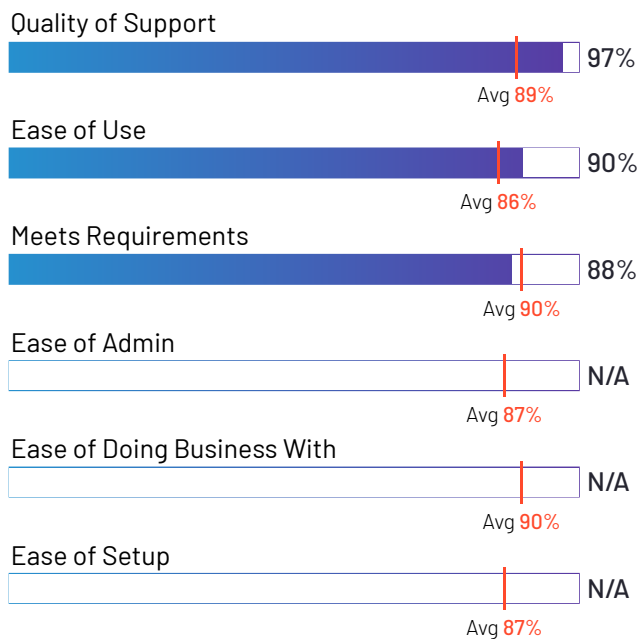


SolarWinds Standard Toolset

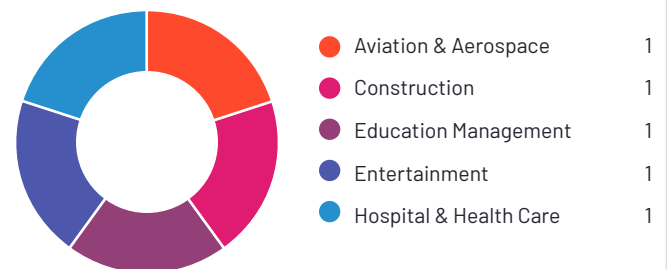
4.4 ★★★★★ (13)

SolarWinds Standard Toolset has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend SolarWinds Standard Toolset at a rate of 88%.

Satisfaction Ratings



Top Industries Represented



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



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2468



Company Website
www.solarwinds.com

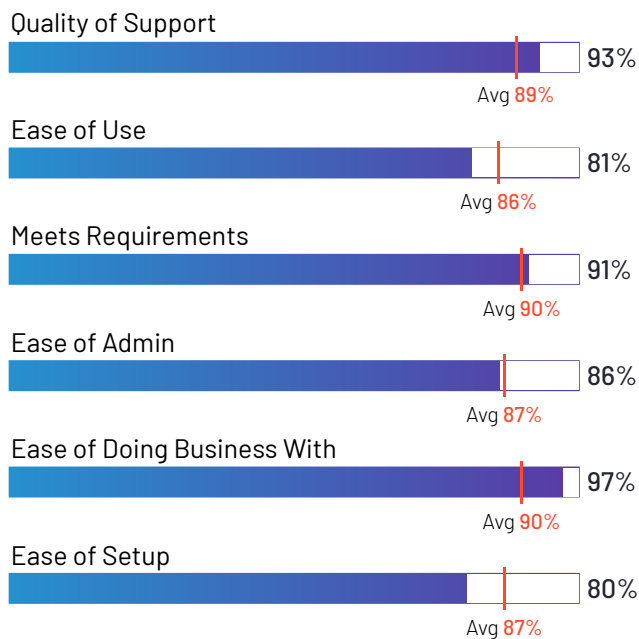


Anodot

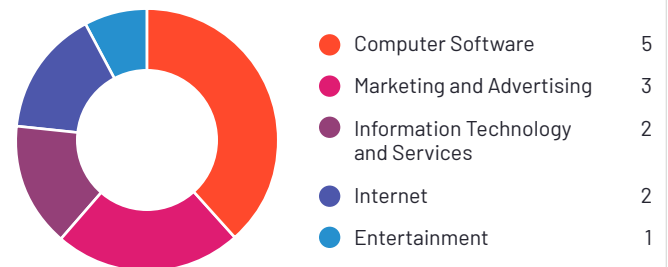
4.4 ★★★★★ (21)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Anodot



HQ Location
Raanana, Israel



Year Founded
2014



Employees (Listed On LinkedIn™)
82



Company Website
www.anodot.com

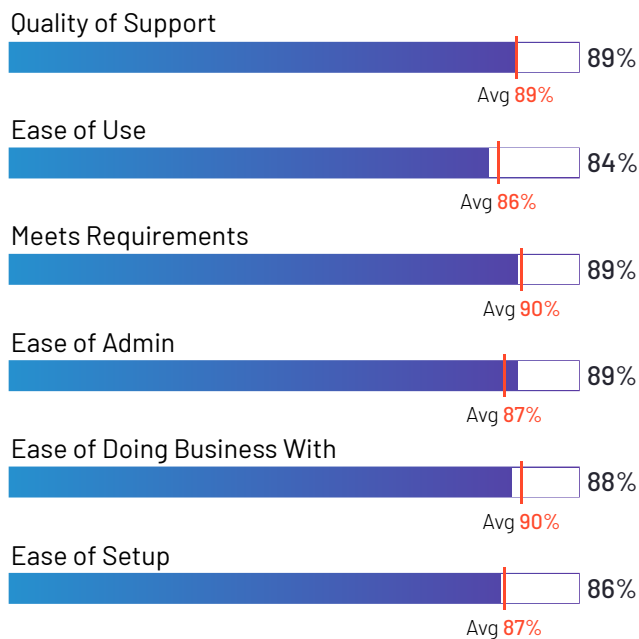


Retrace

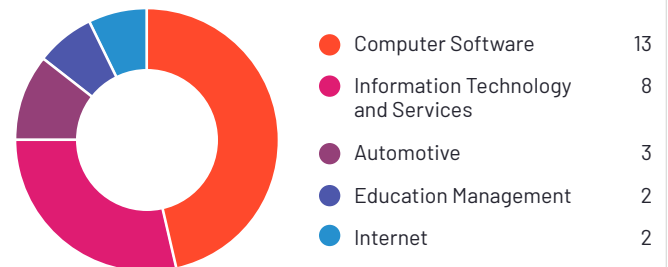
4.3 ★★★★★ (53)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Stackify



HQ Location
Leawood, KS



Year Founded
2012



Employees (Listed On LinkedIn™)
31



Company Website
stackify.com

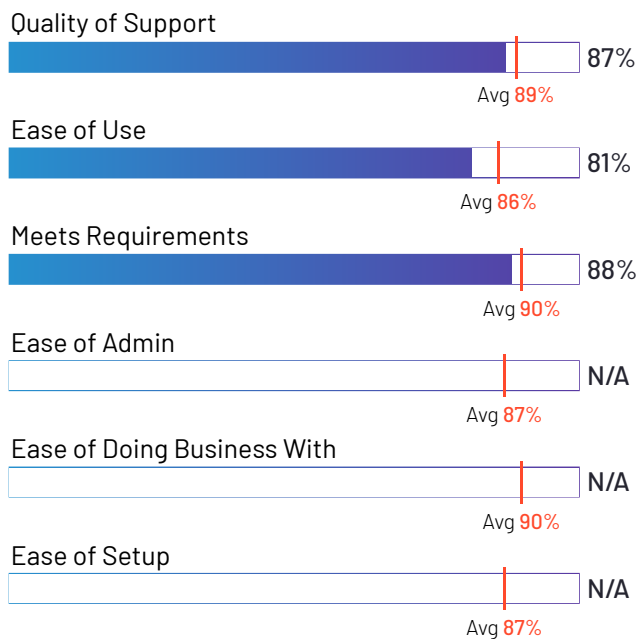


dotTrace

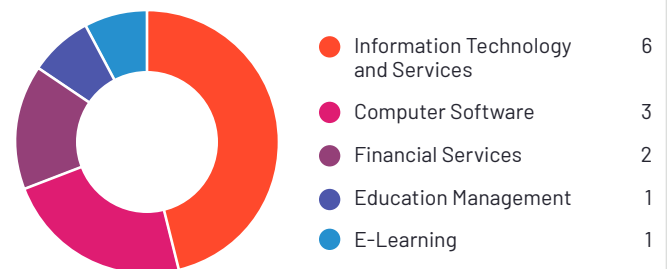
4.2 ★★★★★ (17)

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

Satisfaction Ratings



Top Industries Represented



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



Ownership
JetBrains



HQ Location
Prague, Czech Republic



Year Founded
2000



Employees (Listed On LinkedIn™)
969



Company Website
www.jetbrains.com

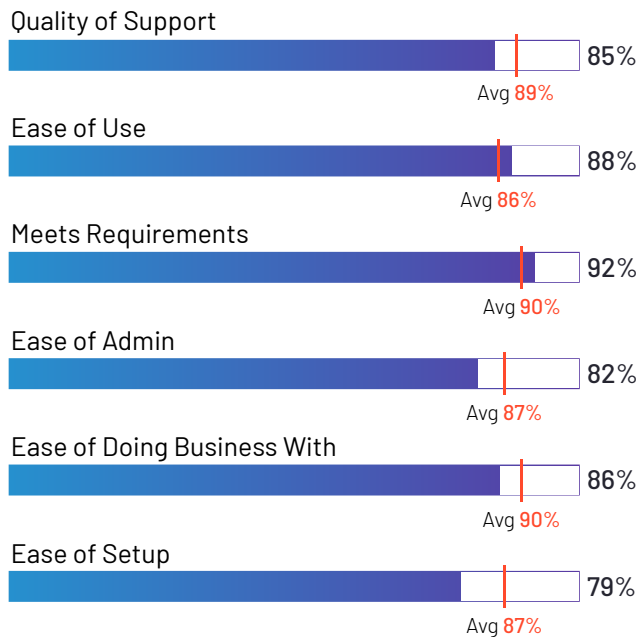


Icinga Monitoring

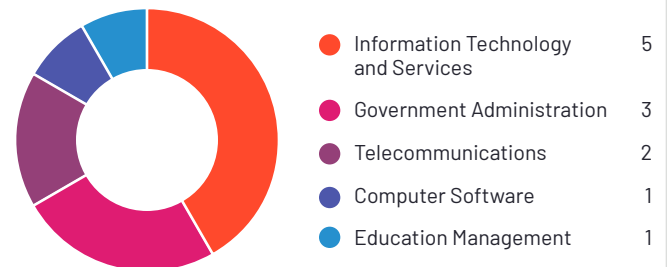
4.4 ★★★★★ (17)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Icinga



HQ Location
Nuremberg, Bavaria



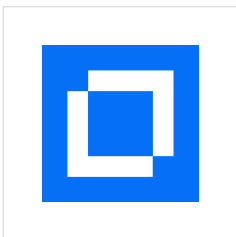
Year Founded
2018



Employees (Listed On LinkedIn™)
2



Company Website
icinga.com

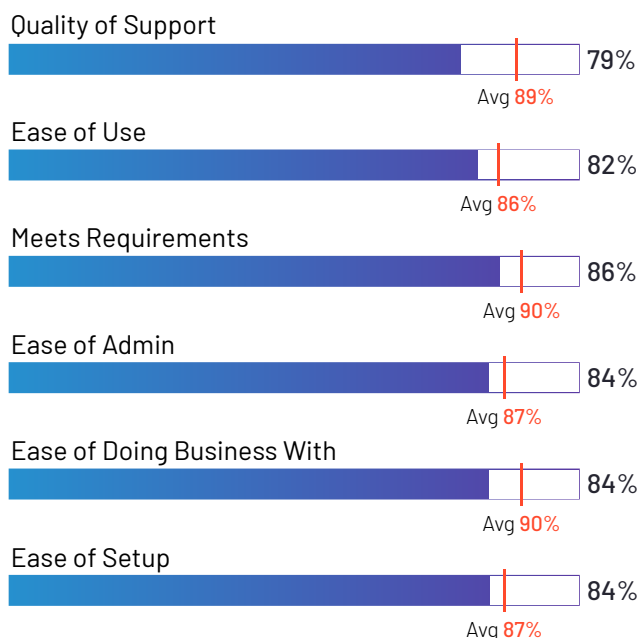


Micro Focus Operations Bridge (OpsBridge)

4.2 ★★★★★ (33)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Micro Focus



HQ Location
Newbury, Berkshire



Year Founded
1976



Total Revenue
\$4,754 (USD MM)



Employees (Listed On LinkedIn™)
9491



Company Website
www.microfocus.com

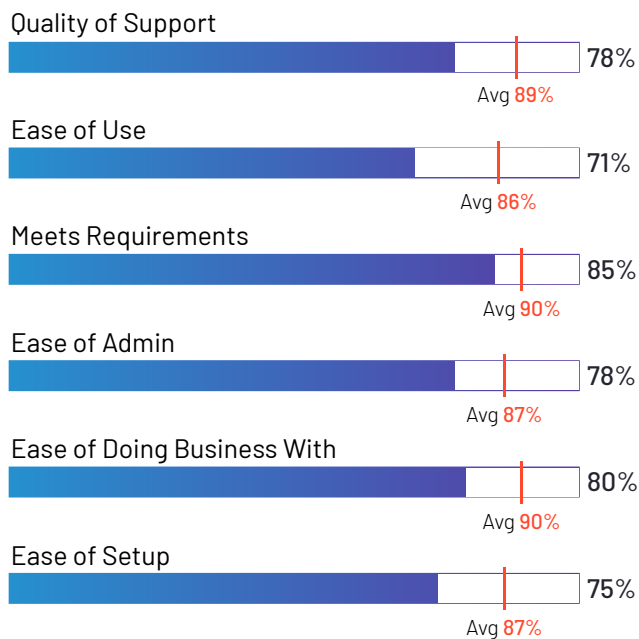
ZABBIX

Zabbix

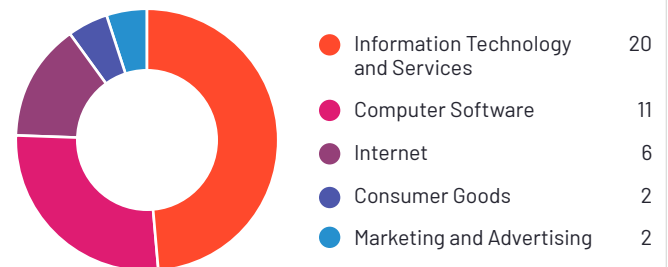
4.2 ★★★★★ (115)

Zabbix has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Zabbix at a rate of 84%. Zabbix is also in the Network Monitoring, Cloud Infrastructure Monitoring, Hardware Monitoring, Server Monitoring, and Enterprise Monitoring categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Zabbix LLC



HQ Location
Riga, Latvia



Year Founded
2005



Employees (Listed On LinkedIn™)
70



Company Website
www.zabbix.com

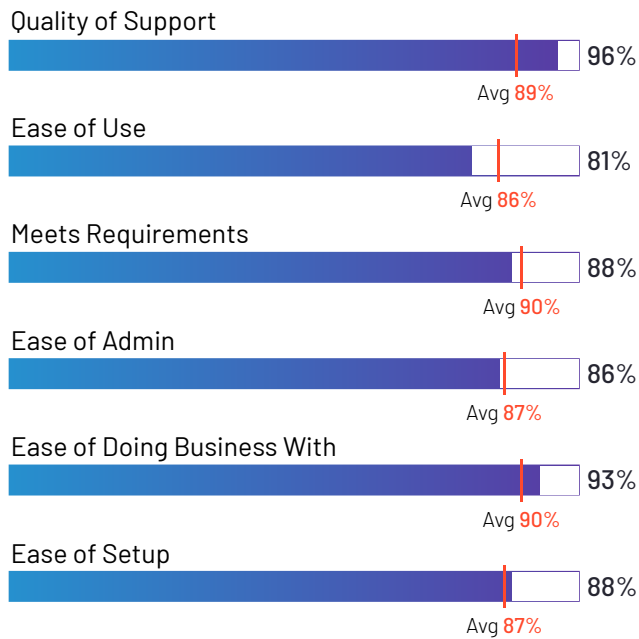


Scalyr

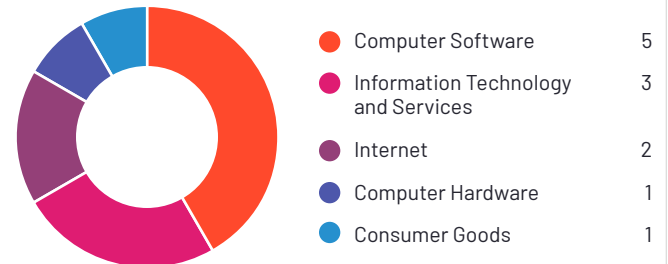
4.6 ★★★★★ (42)

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

Satisfaction Ratings



Top Industries Represented



Ownership
Scalyr



HQ Location
San Mateo, CA



Year Founded
2011



Employees (Listed On LinkedIn™)
54



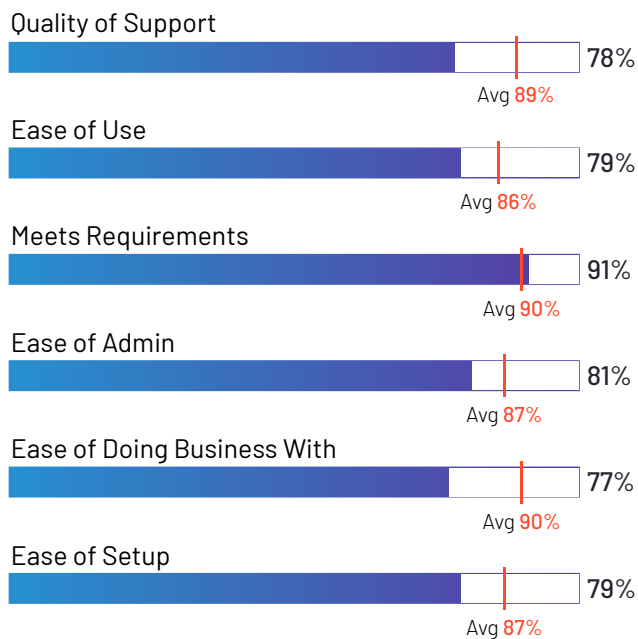
Company Website
www.scalyr.com

New Relic
INFRASTRUCTURE

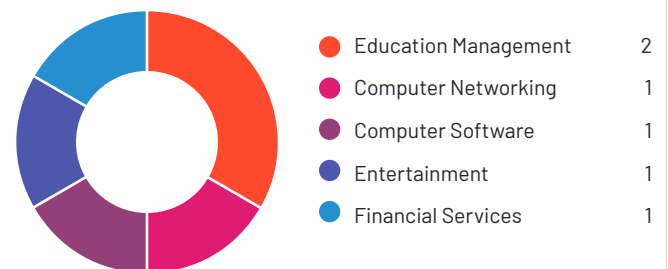
4.3 ★★★★★ (11)

New Relic Infrastructure has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 82% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend New Relic Infrastructure at a rate of 85%. New Relic Infrastructure is also in the Server Monitoring category.

Satisfaction Ratings



Top Industries Represented



Ownership
New Relic



HQ Location
San Francisco, CA



Year Founded
2008



Total Revenue
\$263 (USD MM)



Employees (Listed On LinkedIn™)
2313



Company Website
newrelic.com

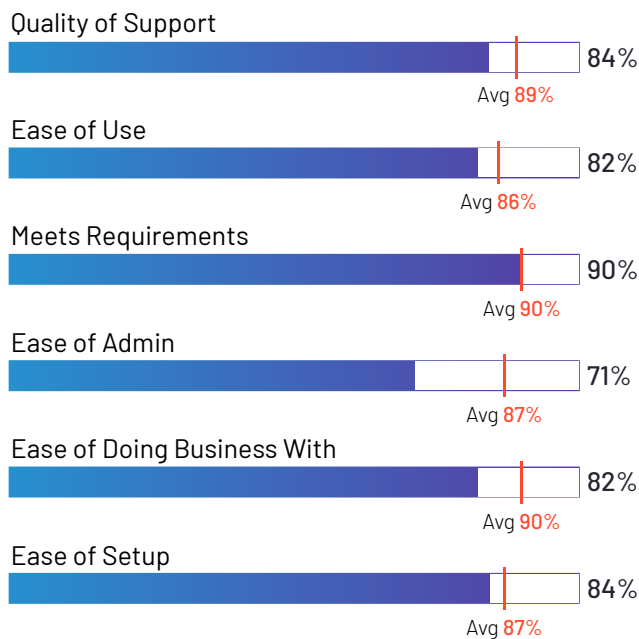


SolarWinds Appoptics

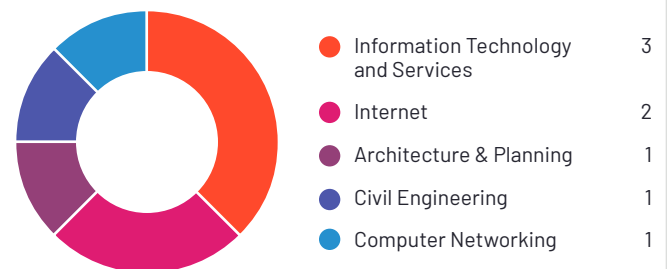
4.2 ★★★★★ (18)

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

Satisfaction Ratings



Top Industries Represented



Ownership
SolarWinds



HQ Location
Austin, TX



Year Founded
1999



Employees (Listed On LinkedIn™)
2468



Company Website
www.solarwinds.com



Satisfaction Ratings for Application Performance Monitoring (APM)

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

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likely to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
Dynatrace	90%	95%	90%	84%	89%	89%	87%	85%	64
New Relic	85%	80%	89%	85%	86%	86%	87%	83%	46
Splunk Enterprise	85%	83%	90%	81%	87%	86%	80%	82%	42
AppDynamics	84%	82%	89%	84%	86%	83%	80%	85%	46
Sumo Logic	87%	92%	92%	88%	91%	89%	88%	84%	54
SolarWinds Server & Application Monitor	85%	83%	89%	84%	86%	86%	79%	82%	48
Veeam ONE	92%	88%	94%	90%	91%	91%	90%	93%	78
Microsoft System Center	82%	77%	87%	81%	81%	82%	71%	79%	31
LogicMonitor	92%	91%	93%	89%	95%	94%	90%	89%	67
Datadog	85%	91%	89%	80%	81%	83%	84%	82%	44
Splunk Cloud	89%	91%	92%	N/A	N/A	94%	N/A	88%	71
PRTG	91%	86%	91%	84%	89%	85%	83%	85%	74
Instana	90%	86%	88%	93%	94%	92%	93%	89%	75
FusionReactor APM	95%	89%	96%	91%	93%	96%	86%	88%	80
Logz.io	95%	89%	93%	89%	96%	94%	94%	92%	78
LogRocket	94%	92%	94%	95%	93%	94%	94%	93%	87
Pulse Secure Virtual Traffic Manager	86%	82%	93%	N/A	N/A	85%	N/A	89%	49

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

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

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



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

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

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likely to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
Rollbar	95%	86%	94%	96%	97%	92%	94%	93%	78
Atatus	96%	95%	96%	96%	99%	96%	97%	93%	92
Raygun	96%	100%	96%	95%	93%	97%	N/A	98%	66
Graylog	88%	89%	87%	88%	83%	86%	89%	89%	60
Catchpoint	94%	100%	96%	87%	97%	98%	90%	89%	71
Scout APM	96%	89%	95%	98%	97%	99%	100%	91%	85
Nagios XI	93%	97%	97%	N/A	N/A	93%	N/A	92%	82
Rigor	94%	100%	89%	89%	95%	94%	93%	94%	81
Instrumental	98%	83%	93%	95%	100%	100%	96%	96%	91
Germain APM	93%	80%	89%	N/A	89%	95%	86%	86%	85
Red Hat OpenShift Container Platform	88%	87%	89%	90%	90%	86%	89%	88%	56
Google Cloud Console	80%	88%	89%	83%	84%	80%	84%	83%	26
Azure Application Insights	85%	92%	89%	94%	94%	91%	91%	81%	53
New Relic Browser	80%	69%	88%	N/A	N/A	84%	N/A	85%	23
New Relic Alerts	85%	92%	88%	86%	83%	81%	86%	77%	57
Splunk SignalFX	84%	83%	81%	75%	95%	89%	79%	69%	33
SolarWinds Web Performance Monitor	88%	73%	91%	90%	87%	89%	91%	93%	52

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

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

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

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

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

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likely to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
dotMemory	92%	100%	92%	N/A	N/A	87%	N/A	94%	84
New Relic Synthetics	80%	67%	88%	90%	93%	88%	95%	90%	16
Google Stackdriver Monitoring	81%	76%	88%	N/A	N/A	87%	N/A	86%	25
Micro Focus SiteScope	78%	71%	85%	86%	84%	78%	84%	87%	28
SolarWinds Standard Toolset	88%	100%	88%	N/A	N/A	97%	N/A	90%	60
Anodot	90%	93%	91%	86%	97%	93%	80%	81%	66
Retrace	86%	92%	89%	89%	88%	89%	86%	84%	50
dotTrace	83%	86%	88%	N/A	N/A	87%	N/A	81%	43
Icinga Monitoring	88%	93%	92%	82%	86%	85%	79%	88%	58
Micro Focus Operations Bridge	85%	88%	86%	84%	84%	79%	84%	82%	53
Zabbix	84%	78%	85%	78%	80%	78%	75%	71%	43
Scalyr	91%	100%	88%	86%	93%	96%	88%	81%	71
New Relic Infrastructure	85%	78%	91%	81%	77%	78%	79%	79%	45
SolarWinds Appoptics	83%	71%	90%	71%	82%	84%	84%	82%	50
Average	88%	87%	90%	87%	90%	89%	87%	86%	59

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

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

Additional Data for Application Performance Monitoring (APM)

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

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Dynatrace	4%	19%	77%
New Relic	36%	38%	26%
Splunk Enterprise	5%	30%	65%
AppDynamics	19%	33%	48%
Sumo Logic	11%	52%	37%
SolarWinds Server & Application Monitor	10%	40%	50%
Veeam ONE	16%	61%	23%
Microsoft System Center	16%	37%	47%
LogicMonitor	19%	46%	35%
Datadog	17%	59%	24%
Splunk Cloud	7%	21%	71%
PRTG	17%	57%	26%
Instana	9%	32%	59%
FusionReactor APM	66%	31%	3%
Logz.io	19%	63%	19%
LogRocket	91%	9%	0%
Pulse Secure Virtual Traffic Manager	12%	16%	72%

(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

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Rollbar	68%	23%	9%
Atatus	86%	11%	4%
Raygun	50%	50%	0%
Graylog	18%	47%	34%
Catchpoint	0%	14%	86%
Scout APM	60%	35%	5%
Nagios XI	3%	78%	19%
Rigor	20%	45%	35%
Instrumental	50%	25%	25%
Germain APM	93%	7%	0%
Red Hat OpenShift Container Platform	71%	10%	19%
Google Cloud Console	37%	43%	20%
Azure Application Insights	38%	46%	15%
New Relic Browser	46%	23%	31%
New Relic Alerts	31%	38%	31%
Splunk SignalFX	21%	36%	43%
SolarWinds Web Performance Monitor	35%	29%	35%

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

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

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
dotMemory	23%	31%	46%
New Relic Synthetics	30%	50%	20%
Google Stackdriver Monitoring	64%	27%	9%
Micro Focus SiteScope	7%	29%	64%
SolarWinds Standard Toolset	10%	60%	30%
Anodot	29%	47%	24%
Retrace	23%	44%	33%
dotTrace	31%	31%	38%
Icinga Monitoring	12%	41%	47%
Micro Focus Operations Bridge	0%	0%	100%
Zabbix	17%	53%	29%
Scalyr	43%	29%	29%
New Relic Infrastructure	9%	55%	36%
SolarWinds Appoptics	43%	21%	36%
Average	30%	36%	34%

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

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

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premise	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
Dynatrace	52%	48%	3.5	72%	22%	2%	3%	37	21
New Relic	78%	22%	1.2	93%	3%	3%	1%	7	7
Splunk Enterprise	32%	68%	2.7	78%	15%	8%	0%	175	19
AppDynamics	53%	47%	2.8	78%	18%	2%	2%	7	17
Sumo Logic	89%	11%	1.6	90%	10%	0%	0%	37	8
SolarWinds Server & Application Monitor	11%	89%	1.9	86%	11%	3%	0%	17	12
Veeam ONE	11%	89%	1.7	95%	3%	3%	0%	7	22
Microsoft System Center	28%	72%	3.5	76%	15%	10%	0%	37	16
LogicMonitor	81%	19%	1.9	92%	8%	0%	0%	17	17
Datadog	94%	6%	2.0	73%	27%	0%	0%	75	12
Splunk Cloud	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PRTG	9%	91%	1.3	100%	0%	0%	0%	5	13
Instana	86%	14%	2.4	88%	8%	0%	4%	37	18
FusionReactor APM	48%	53%	0.6	91%	2%	7%	0%	3	7
Logz.io	82%	18%	1.3	93%	7%	0%	0%	27	9
LogRocket	82%	18%	1.6	95%	0%	0%	5%	5	1
Pulse Secure Virtual Traffic Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

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

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

Implementation

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premise	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
Rollbar	91%	9%	0.3	100%	0%	0%	0%	3	2
Atatus	67%	33%	1.9	94%	6%	0%	0%	3	4
Raygun	N/A	N/A	N/A	83%	0%	0%	17%	17	1
Graylog	36%	64%	1.3	83%	7%	0%	10%	12	2
Catchpoint	75%	25%	3.3	67%	22%	0%	11%	37	N/A
Scout APM	80%	20%	1.2	80%	20%	0%	0%	75	3
Nagios XI	N/A	N/A	N/A	82%	18%	0%	0%	N/A	N/A
Rigor	71%	29%	0.6	100%	0%	0%	0%	7	12
Instrumental	88%	13%	0.3	100%	0%	0%	0%	17	N/A
Germain APM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Red Hat OpenShift Container Platform	90%	10%	1.6	88%	12%	0%	0%	3	2
Google Cloud Console	86%	14%	N/A	100%	0%	0%	0%	N/A	N/A
Azure Application Insights	80%	20%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
New Relic Browser	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
New Relic Alerts	67%	33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Splunk SignalFX	86%	14%	1.4	88%	13%	0%	0%	37	15
SolarWinds Web Performance Monitor	33%	67%	0.4	86%	0%	14%	0%	3	N/A

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

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

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

Implementation

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premise	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
dotMemory	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
New Relic Synthetics	80%	20%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Google Stackdriver Monitoring	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Micro Focus SiteScope	33%	67%	3.0	67%	22%	0%	11%	37	12
SolarWinds Standard Toolset	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Anodot	44%	56%	1.4	80%	20%	0%	0%	17	N/A
Retrace	76%	24%	1.4	93%	7%	0%	0%	7	5
dotTrace	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Icinga Monitoring	30%	70%	3.1	92%	8%	0%	0%	17	0
Micro Focus Operations Bridge	14%	86%	2.4	100%	0%	0%	0%	17	19
Zabbix	38%	63%	2.5	89%	3%	8%	0%	7	2
Scalyr	83%	17%	0.2	100%	0%	0%	0%	7	1
New Relic Infrastructure	50%	50%	0.5	100%	0%	0%	0%	7	5
SolarWinds Appoptics	86%	14%	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

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

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

User Adoption and Return on Investment (ROI)

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

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

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

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

User Adoption and Return on Investment (ROI)

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
Rollbar	85%	3
Atatus	91%	11
Raygun	80%	7
Graylog	71%	12
Catchpoint	44%	20
Scout APM	N/A	4
Nagios XI	N/A	N/A
Rigor	68%	9
Instrumental	82%	N/A
Germain APM	N/A	N/A
Red Hat OpenShift Container Platform	56%	9
Google Cloud Console	N/A	N/A
Azure Application Insights	N/A	N/A
New Relic Browser	N/A	N/A
New Relic Alerts	N/A	N/A
Splunk SignalFX	76%	8
SolarWinds Web Performance Monitor	87%	7

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

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

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

User Adoption and Return on Investment (ROI)

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
dotMemory	N/A	N/A
New Relic Synthetics	N/A	N/A
Google Stackdriver Monitoring	N/A	N/A
Micro Focus SiteScope	71%	16
SolarWinds Standard Toolset	N/A	N/A
Anodot	34%	26
Retrace	58%	10
dotTrace	N/A	N/A
Icinga Monitoring	76%	9
Micro Focus Operations Bridge	21%	N/A
Zabbix	72%	14
Scalyr	87%	N/A
New Relic Infrastructure	65%	N/A
SolarWinds Appoptics	N/A	N/A
Average	66%	13

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

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

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

Market Presence

	Vendor Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
Dynatrace	Dynatrace	2005	N/A	2,357	52,547	16,823	4.5	17,407
New Relic	New Relic	2008	\$263	2,313	60,144	70,862	4.6	5,492
Splunk Enterprise	Splunk	2003	\$2,359	6,498	278,605	68,075	4.1	10,313
AppDynamics	AppDynamics	2008	N/A	2,108	69,354	22,924	4.4	27,828
Sumo Logic	Sumo Logic	2010	N/A	783	21,162	5,769	3.6	29,866
SolarWinds Server & Application Monitor	SolarWinds	1999	N/A	2,468	59,096	16,856	2.7	11,958
Veeam ONE	Veeam	2006	N/A	3,944	205,255	51,614	3.6	10,746
Microsoft System Center	Microsoft	1975	\$125,843	190,199	12,196,366	9,016,817	4.2	24
LogicMonitor	LogicMonitor	2007	N/A	623	10,511	3,461	4.5	63,880
Datadog	Datadog	2010	N/A	1,992	51,523	28,416	3.7	5,840
Splunk Cloud	Splunk	2003	\$2,359	6,498	278,605	68,075	4.1	10,313
PRTG	Paessler AG	1997	N/A	221	9,395	4,656	4.4	26,658
Instana	Instana	2015	N/A	161	3,332	3,759	4.8	289,872
FusionReactor APM	Integral GmbH	1998	N/A	22	174	7,527	4.7	3,981,661
Logz.io	Logz.io	2014	N/A	227	7,767	1,550	4.1	42,020
LogRocket	LogRocket, Inc.	2016	N/A	91	1,663	1,811	4.8	12,002
Pulse Secure Virtual Traffic Manager	Pulse Secure LLC	2014	N/A	652	13,730	6,887	3.8	84,125

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

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

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

Market Presence

	Vendor Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
Rollbar	Rollbar	2012	N/A	59	1,154	4,211	5.0	22,822
Atatus	Atatus	2014	N/A	9	43	47	N/A	829,641
Raygun	Raygun	2007	N/A	55	2,930	2,889	4.4	46,316
Graylog	Graylog	2009	N/A	48	2,166	8,513	N/A	126,046
Catchpoint	Catchpoint	2008	N/A	249	8,801	4,691	4.4	59,873
Scout APM	Scout APM	2008	N/A	25	1,023	1,176	N/A	89,909
Nagios XI	Nagios	2007	N/A	39	4,517	5,933	3.3	87,655
Rigor	Rigor	2010	N/A	49	2,809	5,121	4.9	107,462
Instrumental	Expected Behavior	2006	N/A	10	86	363	0.0	3,846,275
Germain APM	germain APM	2006	N/A	13	759	213	N/A	891,142
Red Hat OpenShift Container Platform	Red Hat	1993	N/A	15,974	801,971	205,096	4.0	3,691
Google Cloud Console	Google	1998	\$161,857	212,996	18,457,787	22,176,273	4.4	1
Azure Application Insights	Microsoft	1975	\$125,843	190,199	12,196,366	9,016,817	4.2	24
New Relic Browser	New Relic	2008	\$263	2,313	60,144	70,862	4.6	5,492
New Relic Alerts	New Relic	2008	\$263	2,313	60,144	70,862	4.6	5,492
Splunk SignalFX	Splunk	2003	\$2,359	6,498	278,605	68,075	4.1	10,313
SolarWinds Web Performance Monitor	SolarWinds	1999	N/A	2,468	59,096	16,856	2.7	11,958

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

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

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

Market Presence

	Vendor Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Vendor)	LinkedIn Followers	Twitter Followers (Vendor)	Glassdoor Rating	Alexa Web Traffic Rank
dotMemory	JetBrains	2000	N/A	969	154,950	134,640	4.6	1,934
New Relic Synthetics	New Relic	2008	\$263	2,313	60,144	70,862	4.6	5,492
Google Stackdriver Monitoring	Google	1998	\$161,857	212,996	18,457,787	22,176,273	4.4	1
Micro Focus SiteScope	Micro Focus	1976	\$4,754	9,491	87,384	40,243	3.1	15,487
SolarWinds Standard Toolset	SolarWinds	1999	N/A	2,468	59,096	16,856	2.7	11,958
Anodot	Anodot	2014	N/A	82	6,029	1,098	3.9	249,194
Retrace	Stackify	2012	N/A	31	2,135	18,698	3.9	13,985
dotTrace	JetBrains	2000	N/A	969	154,950	134,640	4.6	1,934
Icinga Monitoring	Icinga	2018	N/A	2	373	5,832	N/A	382,474
Micro Focus Operations Bridge	Micro Focus	1976	\$4,754	9,491	87,384	40,243	3.1	15,487
Zabbix	Zabbix LLC	2005	N/A	70	19,960	8,103	N/A	33,503
Scalyr	Scalyr	2011	N/A	54	3,882	4,417	5.0	94,694
New Relic Infrastructure	New Relic	2008	\$263	2,313	60,144	70,862	4.6	5,492
SolarWinds Appoptics	SolarWinds	1999	N/A	2,468	59,096	16,856	2.7	11,958

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