LogicMonitor

G2 Grid® Report for Observability Solution Suites Software

Summer 2024

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Who is G2?

G2 is the world's leading business software review platform. The G2 Grid® for Observability Solution Suites Software, released here in an abridged form in collaboration with LogicMonitor, is designed to help businesses make the best IT Infrastructure Monitoring technology buying decision.

Observability Solution Suites Software Definition

An observability solution suite may be sold as a single compound product or a suite of products. At their core, these tools provide an integrated monitoring solution and single-pane-of-glass visibility across infrastructure, applications, and cloud services. They also serve as a primary source of collection, aggregation, and analysis of event logs, performance metrics, and event traces. These metrics are used to establish performance baseline metrics across a unified IT ecosystem.

Observability solution suites arose out of a need for unified monitoring with the rise of cloud computing and the need for consolidating many disparate monitoring tools, specifically application performance monitoring (APM) software and cloud infrastructure monitoring software. Combining monitoring tools allows companies added flexibility and expanded visibility within a single scalable solution with an improved ability to detect performance, security, compliance, and user experience issues in complex, hybrid environments.

To qualify for the Observability Solution Suites category, a platform or product suite must offer the following core features:

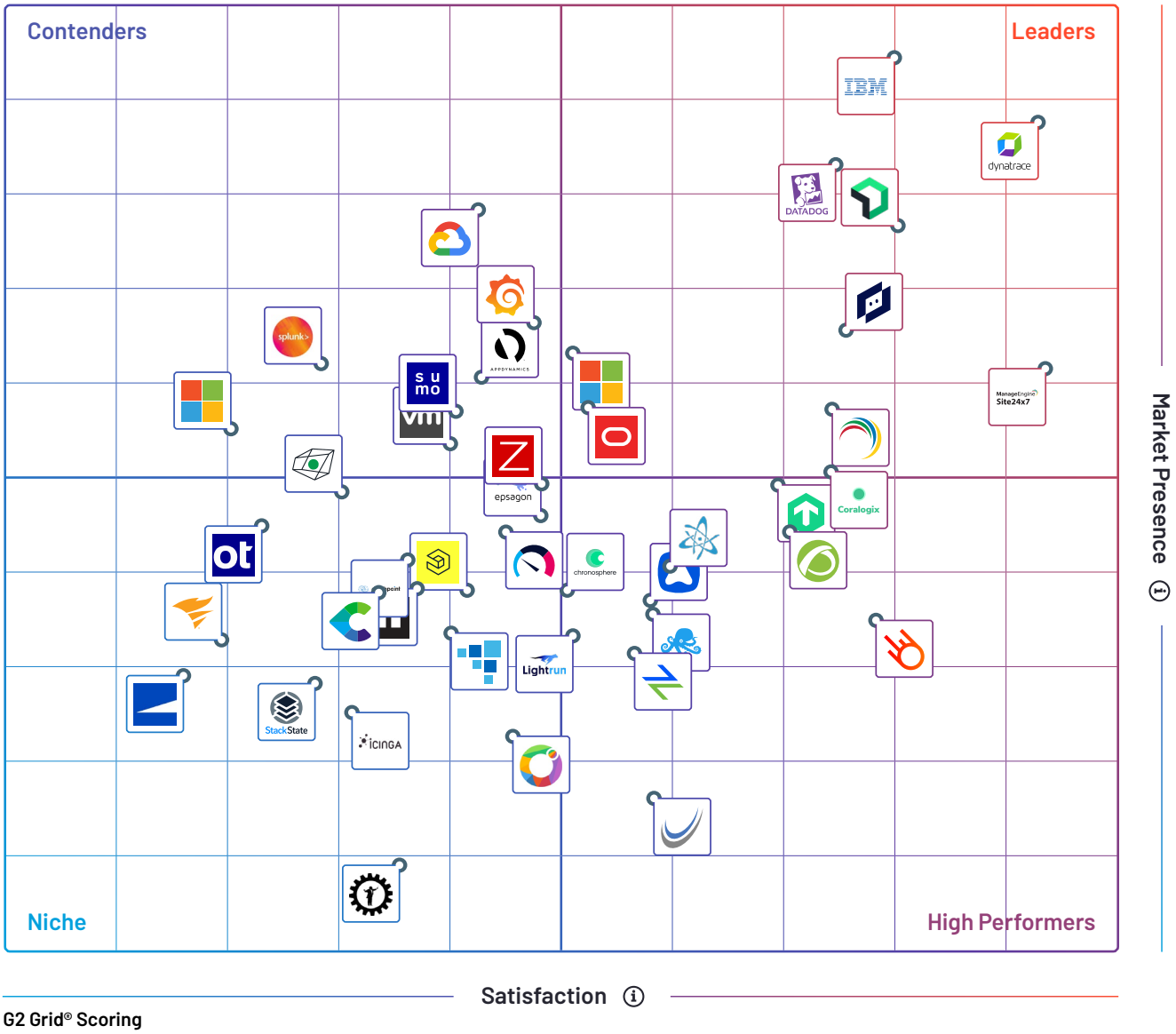
- Monitor the performance of software or web applications, cloud-based applications, or services
- Provide visual data for users to better understand the performance metrics of applications and cloud infrastructure
- Create a baseline of performance metrics and identify abnormal activity or performance
- Provide best practices to ensure optimal performance and assist in remedying any application performance issues

In some cases, observability solution suites may contain features of log monitoring software, enterprise monitoring software, digital experience monitoring (DEM) software, database monitoring software, and container monitoring software, including:

Monitoring activity and performance for several IT systems (e.g., servers, databases, and networks)

- Providing end-user experience monitoring capabilities
- Monitoring the performance of a database or databases
- Tracking container, application, and network performance
- Generating real-time analytics regarding monitored systems activity

Grid® Report for Observability Solution Suites



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Observability Solution Suites Grid® Scoring Description

Solutions shown on the Grid® for Observability Solution Suites offer at least one product in each of the core categories* (Application Performance Monitoring (APM), Cloud Infrastructure Monitoring) and have received a minimum of 10 reviews/ratings across those categories by June 04, 2024. Scores will also be aggregated from additional categories (Log Monitoring, Container Monitoring, Enterprise Monitoring, Digital Experience Monitoring (DEM), Database Monitoring) as applicable per product. Solutions 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®:

- Solutions in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: Dynatrace, IBM Instana, New Relic, Datadog, Site24x7, LogicMonitor, ManageEngine Applications Manager, and Coralogix
- High Performing solutions have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Pandora FMS, Lumigo, checkmk, FusionReactor APM, Atatus, Sematext Cloud, Turbo360 (Formerly Serverless360), and Germain UX
- Contender solutions 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: Google Cloud Operations, Azure Monitor, Grafana Labs, AppDynamics, Sumo Logic, Splunk Platform, and Microsoft System Center
- Niche solutions 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 solutions include: Zabbix, Paessler PRTG, Lightrun, Chronosphere, SolarWinds Hybrid Cloud Observability, ServiceNow Cloud Observability (formerly LightStep), Catchpoint, meshIQ, Netreo, NetApp Cloud Insights, Centreon, OpenText Hybrid IT Management, Logz.io, StackState, SolarWinds AppOptics, Icinga Infrastructure Monitoring, IT-Conductor, and OpsRamp

Grid® Scores for Observability Solution Suites Software

Leaders

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

	Number of Reviews	Satisfaction	Market Presence	G2 Score
Dyntrace	1,107	94	92	93
IBM Instana	332	74	99	86
New Relic	422	86	81	83
Datadog	425	77	88	83
Site24x7	216	97	63	80
LogicMonitor	442	78	67	73
ManageEngine Applications Manager	62	78	59	69
Coralogix	126	74	52	63

LogicMonitor Spotlight

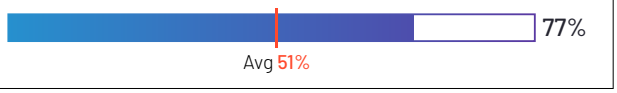
LogicMonitor

Leader SUMMER 2024

4.5 (508 reviews)

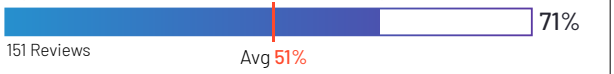
LogicMonitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. LogicMonitor is also in the Enterprise Monitoring, AIOps Platforms, Website Monitoring, Cloud Infrastructure Monitoring, ServiceNow Store Apps, Container Monitoring, Log Analysis, Application Performance Monitoring (APM), Network Monitoring, and Log Monitoring categories.

Satisfaction

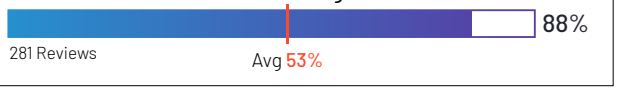


Core Category Satisfaction Scores

Application Performance Monitoring (APM)

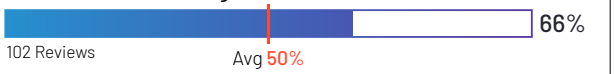


Cloud Infrastructure Monitoring

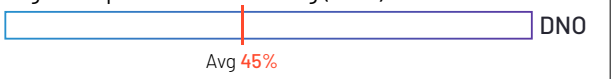


Additional Category Satisfaction Scores

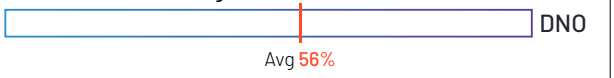
Container Monitoring



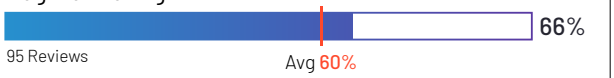
Digital Experience Monitoring (DEM)



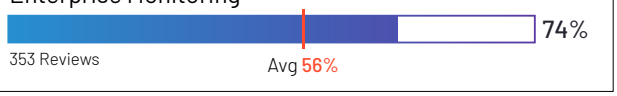
Database Monitoring



Log Monitoring



Enterprise Monitoring



Top Industries Represented

Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin)	Company Website
LogicMonitor	Santa Barbara, CA	2007	1,117	logicmonitor.com

“Best tool in the market to network and usage monitoring

One of the best things that I like about LogicMonitor is that it acts as a unified observability monitoring tool. Also, when it comes to network and database monitoring, LogicMonitor provides exceptional data capabilities. The reports and dashboards that are generated are very much detailed and purely data oriented which helps us make better overall decisions”

– Product
Mid-Market: 51–1,000 employees

Read the full review at G2.

Additional Data for Observability Solution Suites

Customers by Size

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

	Small Business (50 or fewer employees)	Mid-Market (51-1,000 employees)	Enterprise (>1,000 employees)
Dynatrace	7%	23%	69%
IBM Instana	13%	44%	43%
New Relic	29%	44%	27%
Datadog	21%	49%	30%
Site24x7	45%	43%	12%
LogicMonitor	21%	51%	28%
ManageEngine Application Manager	11%	40%	49%
Coralogix	18%	57%	25%
Pandora FMS	33%	48%	19%
Lumigo	57%	34%	10%

Additional Data for Observability Solution Suites

Implementation

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

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premises	Avg. Months to Go Live	In-House Team	Seller Services Team	Third-Party Consultant	Don't Know	Median Number of Users Bought	Avg. Contract Term (Months)
Dynatrace	54%	46%	3.5	73%	21%	3%	3%	37	22
IBM Instana	77%	23%	2.4	60%	15%	10%	15%	37	14
New Relic	81%	19%	1.2	88%	6%	3%	3%	7	6
Datadog	90%	10%	2.1	76%	16%	4%	4%	37	11
Site24x7	71%	29%	1.1	80%	11%	2%	7%	3	5
LogicMonitor	73%	27%	1.8	80%	15%	0%	4%	17	17
ManageEngine Application Manager	34%	66%	1.0	76%	18%	0%	5%	7	22
Coralogix	92%	8%	1.5	87%	5%	0%	8%	75	12
Pandora FMS	30%	70%	3.5	71%	18%	6%	5%	7	13
Lumigo	100%	0%	1.9	88%	0%	13%	0%	17	6

User Adoption and Return on Investment (ROI)

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

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
Dynatrace	48%	22
IBM Instana	53%	18
New Relic	66%	12
Datadog	56%	17
Site24x7	63%	12
LogicMonitor	75%	19
ManageEngine Application Manager	85%	14
Coralogix	76%	13
Pandora FMS	63%	16
Lumigo	61%	7

“Holistic Monitoring and Observability All-in-One

LogicMonitor is allowing us to proactively resolve problems before they happen by alerting us on things like disk space utilization, memory and CPU utilization, Windows Service status and allowing us to do automated remediation of these types of things. . .”

– Manager, Enterprise IT Shared Services
Mid-Market: 51–1,000 employees

Read the full review at G2.

Market Presence

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

	Seller Name	Year Founded	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating
Dynatrace	Dynatrace	2005	4,838	275,599	18,975	4.1
IBM Instana	IBM	1911	307,251	16,469,305	717,376	4.0
New Relic	New Relic	2008	2,494	130,573	70,067	3.3
Datadog	Datadog	2010	6,743	311,721	47,919	3.9
Site24x7	ManageEngine	2002	345	40,673	7,563	3.5
LogicMonitor	LogicMonitor	2007	1,099	86,530	13,126	3.6
ManageEngine Application Manager	ManageEngine	2002	345	40,673	7,563	3.5
Coralogix	Coralogix	2014	320	16,246	4,144	4.0
Pandora FMS	Pandora FMS	2004	51	4,213	5,733	4.0
Lumigo	Lumigo	2018	43	3,778	2,097	4.5

Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates solutions from the Observability Solution Suites category algorithmically based on data sourced from products included in all core categories and any additional categories associated with these solutions as determined by G2’s research team. The data is shared by G2 users and aggregated from online sources and social networks.

Solutions are either a product suite from a single vendor or a single product which provides the functionality of a core set of categories as well as additional categories. Solution categories represent a grouping of G2 software categories, as described below:

- Core Categories: A solution must offer all required features of these categories as defined by G2’s research team.
- Additional Categories: Solutions may also provide the features of these categories in complement to the core categories. Solutions can provide the features of any or none of these additional categories and still be included in the category.

Technology buyers can use the Grid® to help them quickly select the best solutions for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates solutions based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique product suite algorithm (v2.0) to this data to calculate the Satisfaction and Market Presence scores. The Grid® Report for Observability Solution Suites | Summer 2024 is based on scores calculated from reviews collected through June 04, 2024. To view the Observability Solution Suites Grid® with the most recent data, please visit the Observability Solution Suites page. For more details on Grid® Scoring, please view the G2 Scoring Methodology here.

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.

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through June 04, 2024. The ratings may change as the solutions are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their solutions and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

Trust

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

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

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.

Grid® Inclusion Criteria

To be included in a Grid®, a product suite or single product must offer at least one product in each of the categories that are defined as core, and have received a minimum of 10 reviews/ratings across those categories by June 04, 2024. Once a solution's eligibility is established, all products with at least 10 reviews in any of the core or additional categories will be included in scoring. Inviting other users, such as colleagues and peers, to join G2 and share authentic reviews will accelerate this process.

If a solution is not yet listed on G2 and it fits the market definition above, then users are encouraged to suggest its addition to our Observability Solution Suites category.

Product Profiles

Profiles and detailed charts are included for solutions with 10 or more reviews across the core categories.

**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.

About LogicMonitor®

LogicMonitor® offers hybrid observability powered by AI. The company's SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. We provide IT and business teams operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.

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