



# G2 Grid<sup>®</sup> Report for Enterprise Monitoring

Summer 2024



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## Who is G2?

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

### Enterprise Monitoring Software Definition

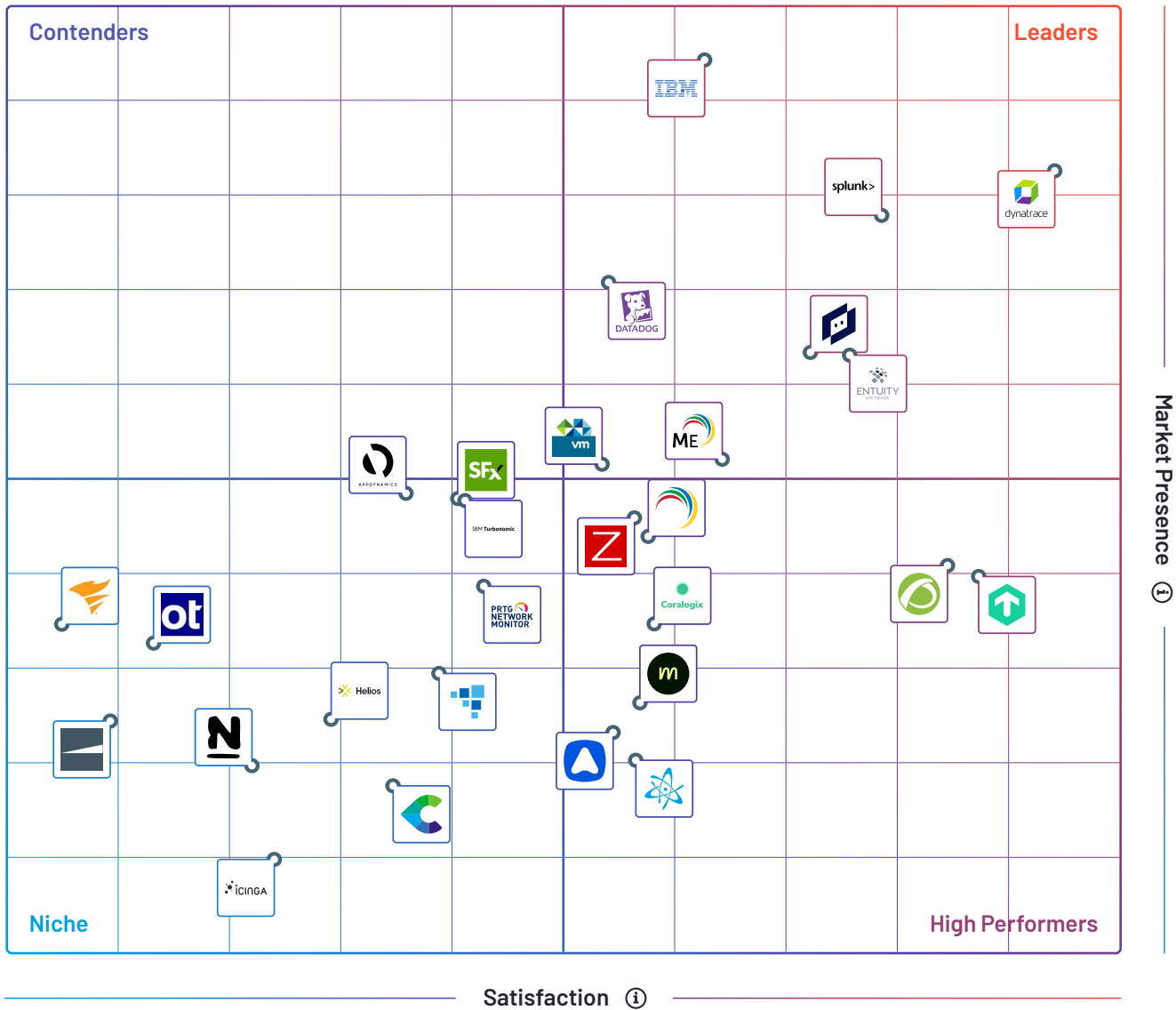
Enterprise monitoring tools offer a single pane of glass approach to keeping constant watch over a large spectrum of IT systems. These solutions allow businesses to monitor servers, applications, networks, databases, and more through a single dashboard, creating a more uniform, consolidated approach to systems monitoring. Because of their coverage scope, server admins, network admins, and a variety of other administrative and engineer-level positions can employ enterprise monitoring tools to great benefit.

Enterprise monitoring solutions will sometimes capitalize on [machine learning](#) or other [artificial intelligence](#) capabilities, facilitating an [AIOps platform](#)-style approach to enhance standard monitoring. Some enterprise monitoring tools offer—or are exploring offering—observability functions on top of monitoring features, giving businesses insights on the state of their systems through event metrics, traces, logging, and metadata.

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

- Monitor activity and performance for several IT systems (e.g., servers, databases, and networks)
- Generate real-time analytics regarding monitored systems activity
- Create and distribute detailed alerts via email, phone, and messaging for potential and active failures and errors
- Offer pre-built and custom reporting and dashboards for quick insights into system states

# Grid® for Enterprise Monitoring



G2 Grid® Scoring Satisfaction ⓘ

## Enterprise Monitoring Grid® Scoring Description

Products shown on the Grid® for Enterprise Monitoring have received a minimum of 10 reviews/ratings in data gathered by June 04, 2024. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [Dynatrace](#), [Splunk Enterprise](#), [IBM Instana](#), [Entuity](#), [LogicMonitor](#), [Datadog](#), and [ManageEngine OpManager](#)
- High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [Pandora FMS](#), [checkmk](#), [ManageEngine Applications Manager](#), [Zabbix](#), [Coralogix](#), [Mezmo Log Analysis](#), [Atatus](#), and [FusionReactor 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.

- 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: [Splunk Infrastructure Monitoring](#), [IBM Turbonomic](#), [AppDynamics](#), [Netreo](#), [Paessler PRTG](#), [Helios](#), [Centreon](#), [OpenText Operations Bridge \(OpsBridge\)](#), [Nagios XI](#), [Icinga Infrastructure Monitoring](#), and [OpsRamp](#)

## Grid® Scores for Enterprise Monitoring Software

### Leaders

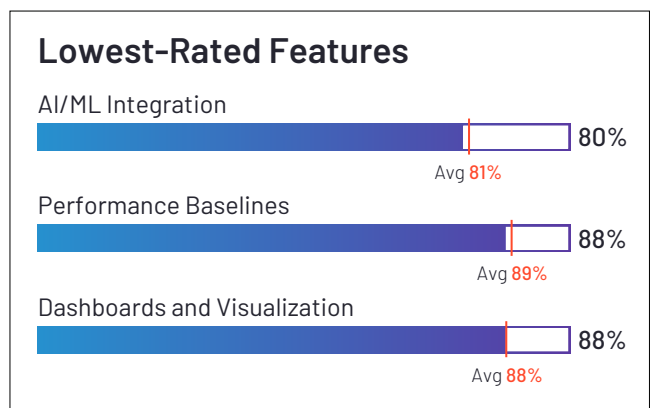
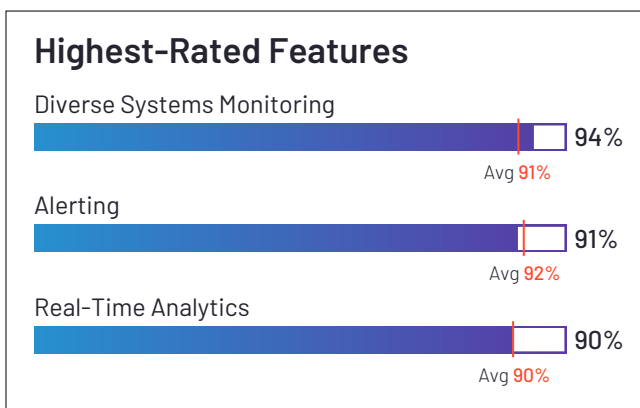
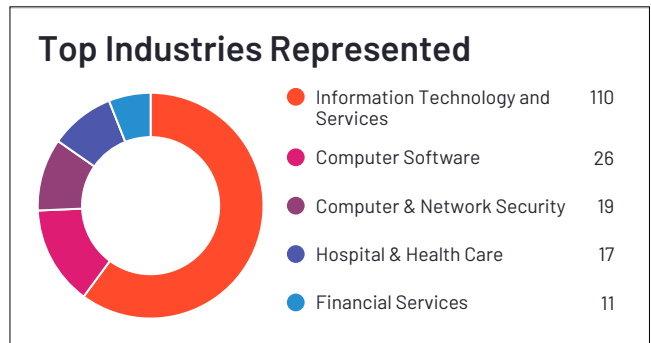
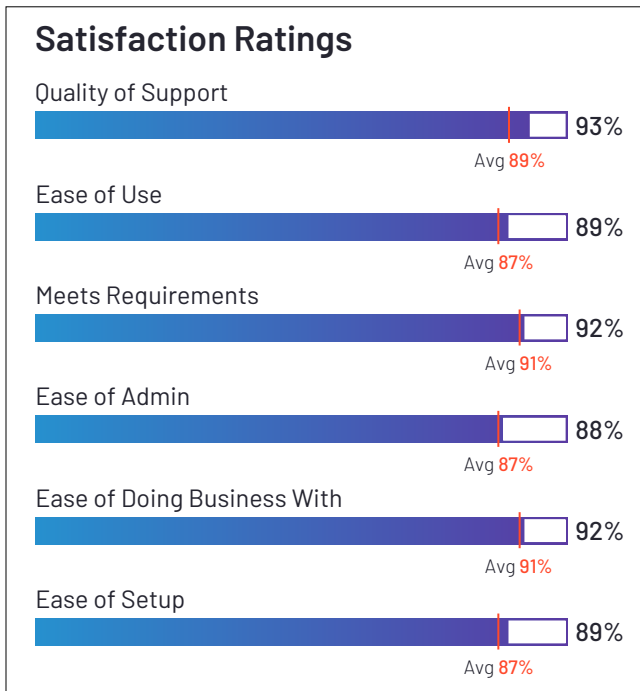
The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

	Number of Reviews	Satisfaction	Market Presence	G2 Score
Dynatrace	622	97	87	92
Splunk Enterprise	110	81	79	80
IBM Instana	123	53	98	75
Entuity	59	78	66	72
LogicMonitor	355	71	65	68
Datadog	214	59	75	67
OpManager	57	72	56	64



4.5 ★★★★★ (527 reviews)

LogicMonitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend LogicMonitor at a rate of 91%. LogicMonitor is also in the AIOps Platforms, Website Monitoring, Cloud Infrastructure Monitoring, ServiceNow Store Apps, Container Monitoring, Log Analysis, Application Performance Monitoring (APM), Network Monitoring, Log Monitoring, and Observability Solution Suites categories.



<p><b>Ownership</b> LogicMonitor</p>	<p><b>HQ Location</b> Santa Barbara, CA</p>	<p><b>Year Founded</b> 2007</p>	<p><b>Employees (Listed On LinkedIn)</b> 1,117</p>	<p><b>Company Website</b> <a href="https://logicmonitor.com">logicmonitor.com</a></p>
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“ The main business problem solved for us with the help of LogicMonitor is the ability to get unified metrics for our enterprise and automation-related activities. Website and infrastructure monitoring is made simple with LogicMonitor and we are able to save a lot of time and get a better Return on Investment.”

– Sushruth R., Hospital & Health Care  
Mid-Market: 51 – 1,000 employees

[Read the full review at G2](#)

## Satisfaction Ratings for Enterprise Monitoring

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

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Administration	Ease of Doing Business With	Quality of Support	Ease of setup	Ease of Use	
Dynatrace	90%	93%	90%	85%	89%	88%	87%	85%	67
Splunk Enterprise	90%	89%	92%	85%	92%	88%	89%	86%	70
IBM Instana	86%	85%	86%	88%	85%	86%	90%	86%	55
Entuity	95%	96%	91%	91%	94%	94%	92%	94%	96
LogicMonitor	91%	93%	92%	88%	92%	93%	89%	89%	70
Datadog	86%	92%	89%	84%	87%	87%	86%	83%	51
OpManager	90%	90%	93%	92%	91%	90%	93%	88%	71
Pandora FMS	93%	99%	94%	86%	93%	90%	91%	92%	85
Checkmk	95%	97%	94%	86%	93%	90%	91%	92%	85
ManageEngine Applications Manager	93%	100%	94%	95%	98%	93%	95%	97%	71

# Feature Comparison for Enterprise Monitoring

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Functionality

	Diverse Systems Monitoring	Real-Time Analytics	Observability	AI/ML Integration
Dynatrace	90%	90%	91%	86%
Splunk Enterprise	91%	92%	93%	81%
IBM Instana	N/A	N/A	N/A	N/A
Entuity	87%	86%	90%	70%
LogicMonitor	94%	90%	89%	80%
Datadog	88%	89%	90%	83%
OpManager	93%	90%	91%	81%
Pandora FMS	92%	90%	90%	89%
Checkmk	87%	79%	83%	59%
ManageEngine Applications Manager	91%	94%	92%	93%

## Management

	Single Plane of Glass	Dashboards and Visualization	Performance Baselines	Alerting
Dynatrace	84%	83%	90%	91%
Splunk Enterprise	85%	92%	89%	93%
IBM Instana	N/A	N/A	N/A	N/A
Entuity	83%	90%	90%	95%
LogicMonitor	89%	88%	88%	91%
Datadog	86%	86%	84%	92%
OpManager	90%	93%	90%	95%
Pandora FMS	90%	89%	90%	93%
Checkmk	75%	75%	79%	85%
ManageEngine Applications Manager	86%	91%	89%	91%



## Additional Data for Enterprise Monitoring

### Customer By Size

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

	Small Business (50 or fewer employees)	Mid-Market (51-1,000 employees)	Enterprise (>1,000 employees)
Dynatrace	7%	22%	71%
Splunk Enterprise	10%	18%	72%
IBM Instana	10%	46%	45%
Entuity	8%	44%	47%
LogicMonitor	17%	52%	31%
Datadog	14%	51%	35%
OpManager	18%	54%	28%
Pandora FMS	37%	39%	24%
Checkmk	19%	39%	42%
ManageEngine Applications Manager	7%	43%	50%

### 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	57%	43%	3.3	75%	19%	3%	3%	37	22
Splunk Enterprise	51%	49%	3.4	75%	11%	6%	8%	37	17
IBM Instana	81%	19%	2.0	67%	14%	9%	9%	37	14
Entuity	16%	84%	2.5	59%	28%	7%	7%	37	20
LogicMonitor	74%	26%	1.8	82%	14%	0%	3%	17	17
Datadog	90%	10%	2.1	76%	19%	4%	1%	75	11
OpManager	15%	85%	1.7	70%	18%	6%	6%	7	9
Pandora FMS	29%	71%	3.7	68%	18%	8%	5%	7	13
Checkmk	17%	83%	2.5	89%	1%	4%	5%	37	11
ManageEngine Applications Manager	42%	58%	1.3	67%	22%	0%	11%	7	20



“ LogicMonitor improved our Enterprise Monitoring capability.”

– Adam M., Systems Architect  
Enterprise: > 1,000 employees

[Read the full review at G2](#)

## 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	47%	21
Splunk Enterprise	58%	18
IBM Instana	52%	15
Entuity	69%	22
LogicMonitor	76%	18
Datadog	50%	15
OpManager	68%	17
Pandora FMS	65%	16
Checkmk	63%	16
ManageEngine Applications Manager	80%	17

## Market Presence

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.

	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
Splunk Enterprise	Cisco	1984	98,557	6,413,048	739,465	4.3
IBM Instana	IBM	1911	307,251	16,469,305	717,376	4.0
Entuity	Park Place Technologies	1991	2,020	30,079	991	3.6
LogicMonitor	LogicMonitor	2007	1,099	86,530	13,126	3.6
Datadog	Datadog	2010	6,743	311,721	47,919	3.9
OpManager	ManageEngine	2002	345	40,673	7,563	3.5
Pandora FMS	Pandora FMS	2004	51	4,213	5,733	4.0
Checkmk	Checkmk	2013	131	6,013	1,792	4.9
ManageEngine Applications Manager	ManageEngine	2002	345	40,673	7,563	3.5

## 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 Enterprise Monitoring category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

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

### Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for Enterprise Monitoring | Summer 2024 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through June 04, 2024. To view the Enterprise Monitoring Grid® with the most recent data, please visit the [Enterprise Monitoring](#) 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 products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers

## Trust

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

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

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

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 [Enterprise Monitoring category](#).

## Product Profiles

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

\*\*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](https://logicmonitor.com) and our [blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).