



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

Summer 2024



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## Who is G2?

G2 is the world's leading business software review platform. The 2024 Grid® Report for Log Monitoring, released here in an abridged form in collaboration with LogicMonitor, is designed to help businesses make the best IT Infrastructure Monitoring technology buying decision.

## What is Log Monitoring

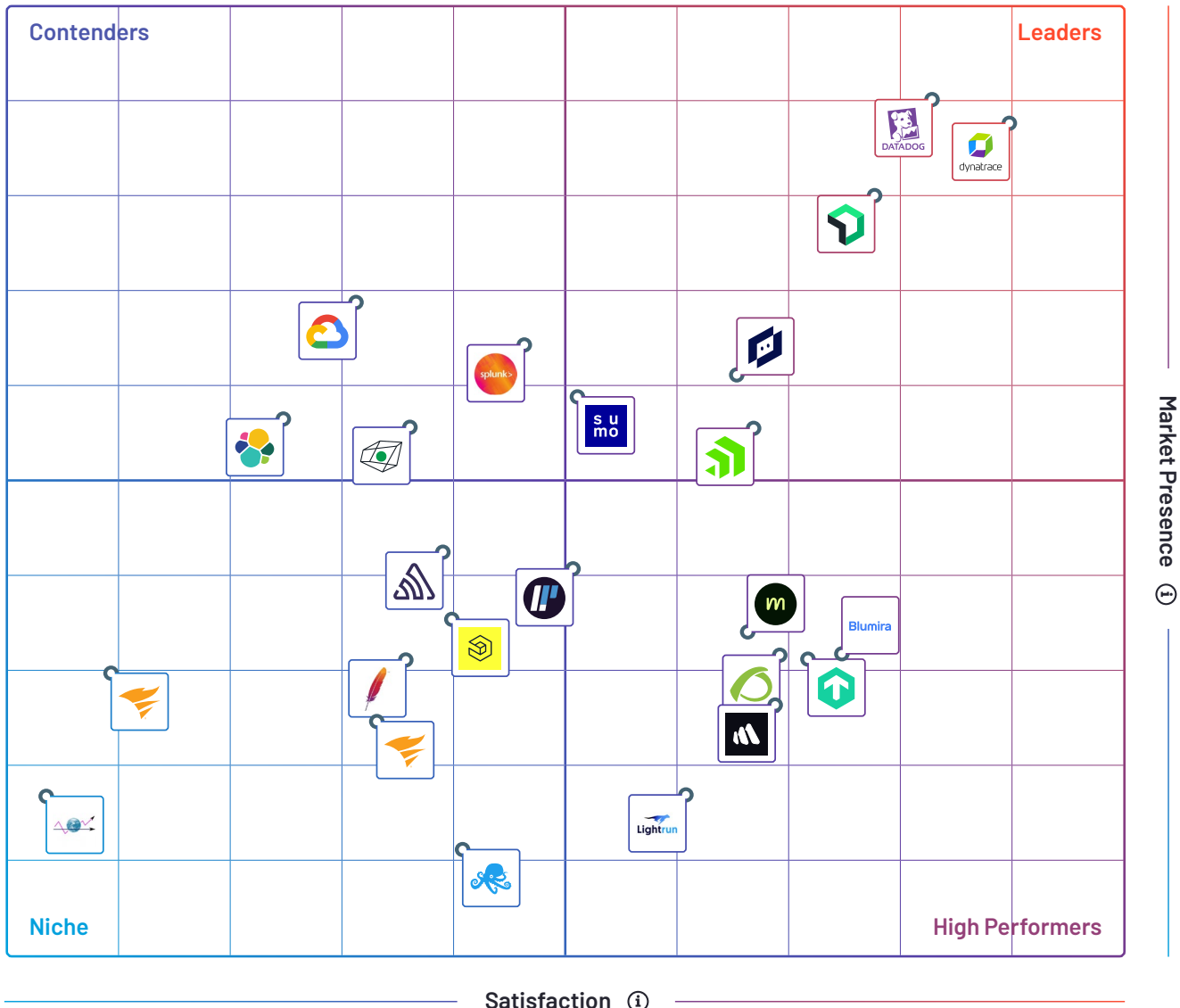
Log monitoring software scans and monitors log files generated by servers, applications, and networks. By detecting and alerting users to patterns in these log files, log monitoring software helps solve performance and security issues. System administrators use log monitoring software to detect common important events indicated by log files.

Log monitoring software helps maintain IT infrastructure performance and pinpoints issues to prevent downtime and mitigate risks. These tools will often integrate with IT alerting software, log analysis software, and other IT issue resolution products to more aptly flesh out the IT infrastructure maintenance ecosystem.

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

- Monitor the log files generated by servers, applications, or networks
- Alert users when important events are detected
- Provide reporting capabilities for log files

# Grid® Report for Log Monitoring Software



## Log Monitoring Grid® Scoring Description

Products shown on the Grid® for Log 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®:

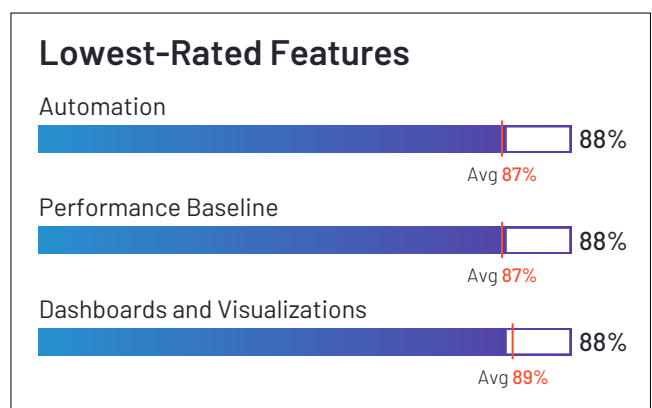
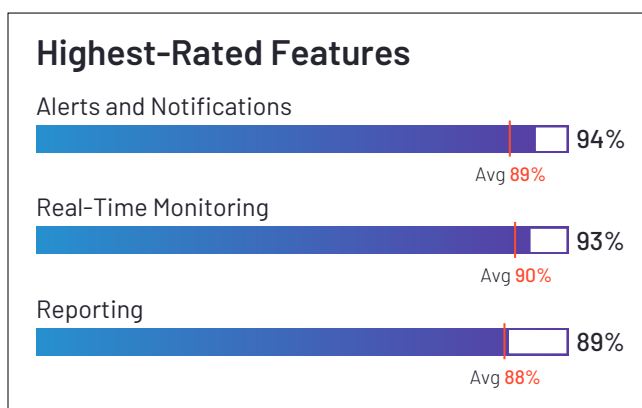
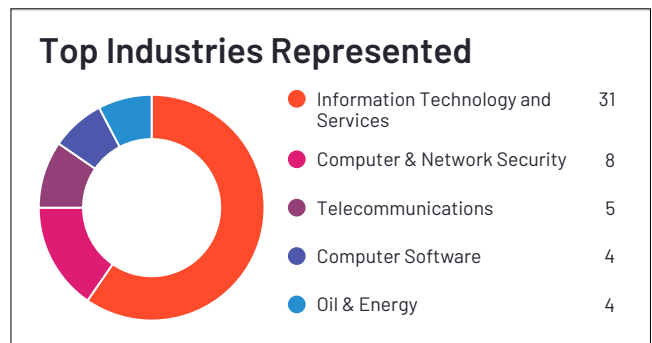
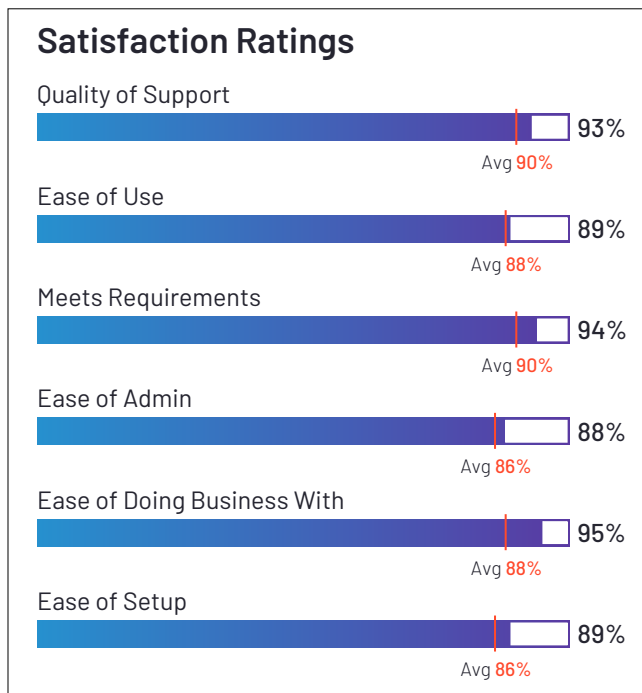
- Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [Dynatrace](#), [Datadog](#), [New Relic](#), [Progress WhatsUp Gold](#), [LogicMonitor](#), [Rakuten SixthSense Observability](#), and [Sumo Logic](#)
- High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [Better Stack](#), [Pandora FMS](#), [Blumira Automated Detection & Response](#), [checkmk](#), [Mezmo Log Analysis](#), and [Lightrun](#)

- 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: [Google Cloud Access Transparency](#), [Splunk Observability Cloud](#), [Grafana Labs](#), [ServiceNow Cloud Observability \(formerly LightStep\)](#), and [Elastic Observability](#)
- 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: [Logpoint](#), [Sentry](#), [Logz.io](#), [Apache log4j](#), [SolarWinds Papertrail](#), [Sematext Cloud](#), [SolarWinds Loggly](#), and [Awstats](#)



4.5 ★★★★★ (527 reviews)

LogicMonitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 97% of users rated it 4 or 5 stars, 98% 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 Enterprise Monitoring, AIOps Platforms, Website Monitoring, Cloud Infrastructure Monitoring, ServiceNow Store Apps, Container Monitoring, Log Analysis, Application Performance Monitoring (APM), Network 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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“ LogicMonitor provides the ability to tap into device, platform, and log monitoring – allowing for predictive analysis, along with rapid reactive response. LogicMonitor is a robust platform that provides anything from simple up/down and ping monitoring to application-level analysis and root cause analysis. LogicMonitor is the backbone of our Managed Services offering and we are very pleased with capabilities.”

– Will F., Chief Operating Officer  
Mid-Market: 51 – 1,000 employees

[Read the full review at G2](#)

## Satisfaction Ratings for Log 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	92%	93%	90%	88%	90%	93%	84%	89%	77
Datadog	91%	93%	92%	92%	90%	86%	90%	88%	72
New Relic	91%	96%	94%	90%	92%	90%	88%	87%	72
Progress WhatsUp Gold	91%	88%	91%	86%	91%	91%	85%	89%	77
LogicMonitor	91%	98%	94%	88%	95%	93%	89%	89%	78
Rakuten SixthSense Observability	95%	100%	94%	100%	96%	97%	100%	98%	86
Sumo Logic	86%	92%	90%	88%	88%	91%	81%	83%	53
Better Stack	96%	100%	95%	95%	94%	98%	98%	96%	90
Pandora FMS	91%	100%	94%	82%	92%	92%	82%	89%	75
Blumira Automated Detection & Response	92%	100%	89%	94%	95%	96%	93%	94%	78

# Feature Comparison for Log 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.

## Visibility

	Dashboards and Visualizations	Alerts and Notifications	Reporting
Dynatrace	90%	90%	88%
Datadog	91%	93%	90%
New Relic	91%	92%	90%
Progress WhatsUp Gold	89%	91%	87%
LogicMonitor	89%	94%	89%
Rakuten SixthSense Observability	95%	91%	90%
Sumo Logic	89%	85%	88%
Better Stack	94%	93%	92%
Pandora FMS	89%	90%	88%
Blumira Automated Detection & Response	87%	92%	89%

## Monitoring and Management

	Automation	Performance Baseline	Real-Time Monitoring
Dynatrace	91%	90%	93%
Datadog	87%	89%	92%
New Relic	86%	91%	91%
Progress WhatsUp Gold	85%	87%	90%
LogicMonitor	88%	89%	93%
Rakuten SixthSense Observability	97%	93%	97%
Sumo Logic	81%	83%	88%
Better Stack	85%	92%	93%
Pandora FMS	87%	89%	91%
Blumira Automated Detection & Response	89%	88%	91%



## Additional Data for Log 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	13%	37%	50%
Datadog	27%	39%	34%
New Relic	22%	52%	26%
Progress WhatsUp Gold	19%	61%	20%
LogicMonitor	21%	52%	27%
Rakuten SixthSense Observability	27%	53%	20%
Sumo Logic	23%	40%	37%
Better Stack	94%	6%	0%
Pandora FMS	23%	50%	28%
Blumira Automated Detection & Response	39%	49%	12%

### 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	74%	26%	3.8	83%	13%	3%	0%	75	28
Datadog	85%	15%	2.2	68%	10%	6%	16%	27	10
New Relic	97%	3%	1.4	79%	14%	3%	3%	7	6
Progress WhatsUp Gold	4%	96%	2.2	74%	4%	0%	22%	7	13
LogicMonitor	78%	22%	2.3	68%	21%	0%	12%	17	17
Rakuten SixthSense Observability	43%	57%	N/A	17%	33%	17%	33%	N/A	N/A
Sumo Logic	73%	27%	1.5	69%	31%	0%	0%	12	13
Better Stack	67%	33%	0.2	100%	0%	0%	0%	3	7
Pandora FMS	32%	68%	4.1	56%	25%	13%	6%	17	16
Blumira Automated Detection & Response	78%	22%	1.2	89%	4%	4%	4%	3	15



“ Cloud infrastructure monitoring and reading log files across multiple systems was a huge task and multiple human intervention was required all the time. We are amazingly thankful to the product developers.”

– Chandan T., Software Engineer  
Mid-Market: 51 – 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	53%	24
Datadog	57%	19
New Relic	73%	8
Progress WhatsUp Gold	65%	30
LogicMonitor	64%	21
Rakuten SixthSense Observability	N/A	N/A
Sumo Logic	43%	26
Better Stack	94%	12
Pandora FMS	68%	24
Blumira Automated Detection & Response	70%	20

## 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	18,795	4.1
Datadog	Datadog	2010	6,743	311,721	47,919	3.9
New Relic	New Relic	2008	2,494	130,573	70,067	3.3
Progress WhatsUp Gold	Progress Software	1981	3,566	60,794	50,624	3.9
LogicMonitor	LogicMonitor	2007	1,099	86,530	13,126	3.6
Rakuten SixthSense Observability	Rakuten SixthSense	2016	12	4,634	36	3.6
Sumo Logic	Sumo Logic	2010	899	140,574	6,691	3.5
Better Stack	Better Stack	2021	30	3,381	7,685	N/A
Pandora FMS	Pandora FMS	2004	51	4,213	5,733	4.0
Blumira Automated Detection & Response	Blumira	2018	72	6,255	0	4.7

## 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 Log 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 Log Monitoring | Summer 2024 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through June 04, 2024. To view the Log Monitoring Grid® with the most recent data, please visit the Log 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 Log 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](#).