



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

Summer 2024



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## Who is G2?

G2 is the world's leading business software review platform. The Summer 2024 Grid® Report for Network 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.

## Network Monitoring Software Definition

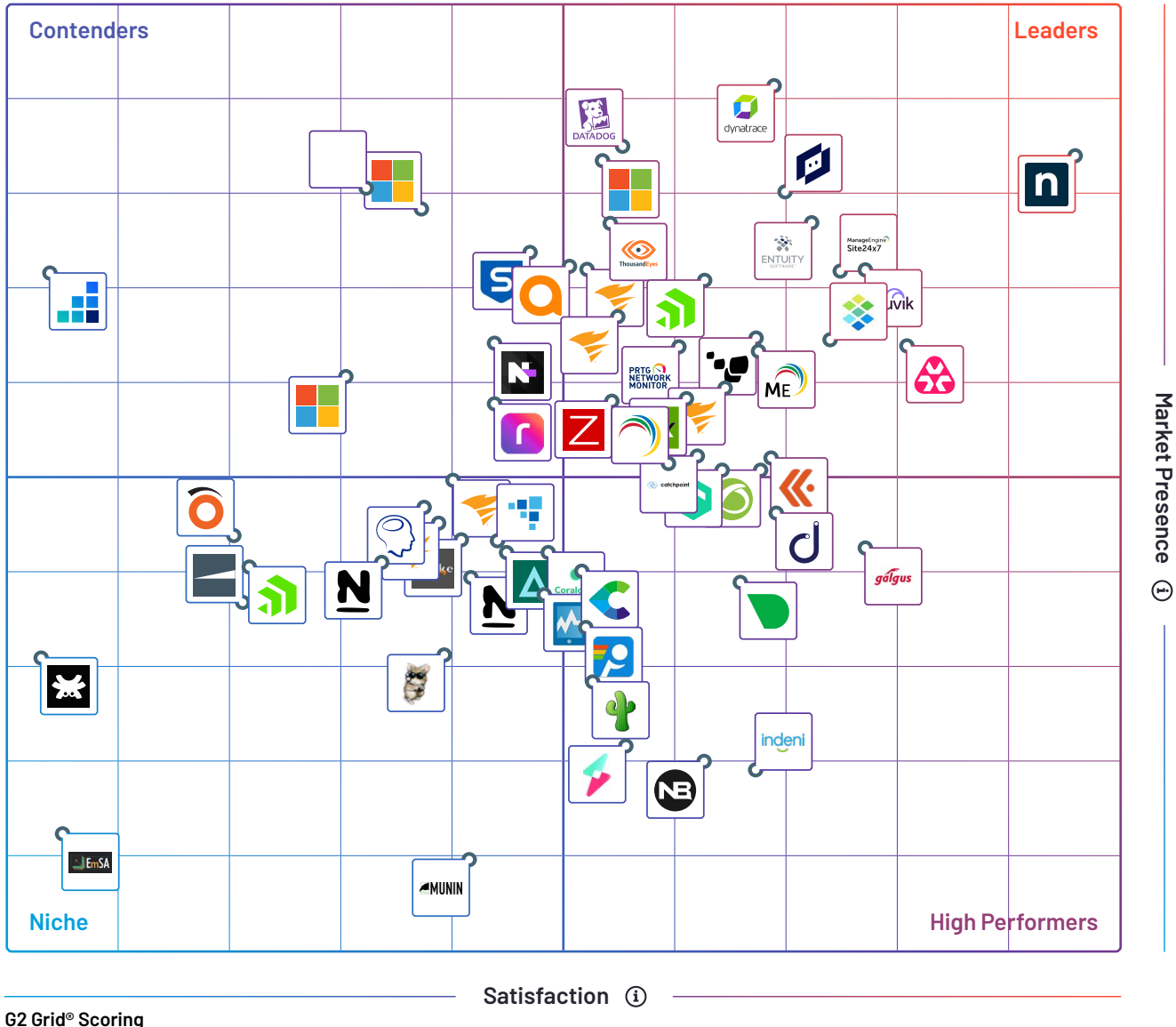
Network monitoring software tracks the overall performance of a computer network. These solutions detect problems in a network by comparing live performance against an expected performance baseline. They also measure response time, availability, consistency, reliability, and the overall traffic of a network, based on real-time and historical performance data.

IT teams can benefit greatly from either proprietary or free network monitoring software. If a network crashes or varies from the baseline, the network or IT administrator is alerted. These tools provide data visualizations for administrators, thereby increasing understanding of the performance metrics. Network monitoring software includes similar functionality as application performance monitoring software solutions, but for an entire network as opposed to a specific application.

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

- Constantly monitor the performance of an entire computer network
- Create a baseline for network performance metrics
- Alert administrators if the network crashes or varies from the baseline
- Suggest solutions to performance issues when they arise
- Provide visualizations for network performance data

# Grid® Report for Network Monitoring Software



## Network Monitoring Grid® Scoring Description

Products shown on the Grid® for Network 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®:

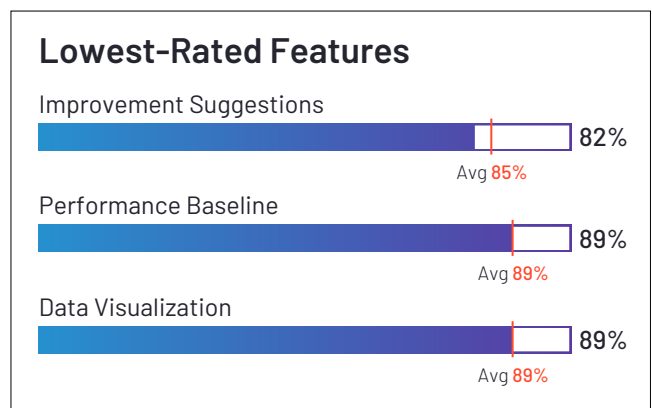
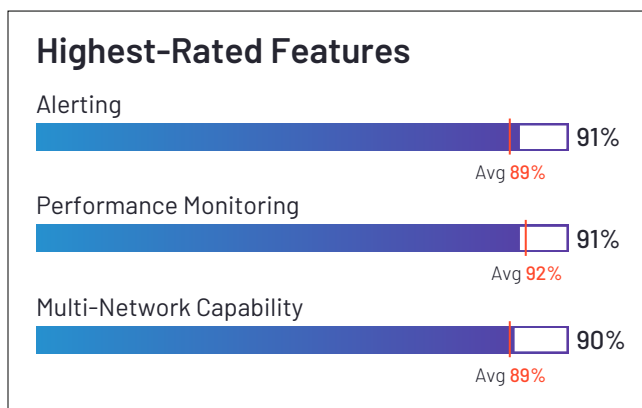
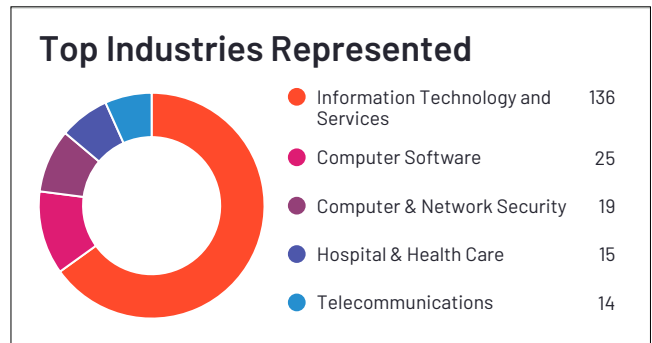
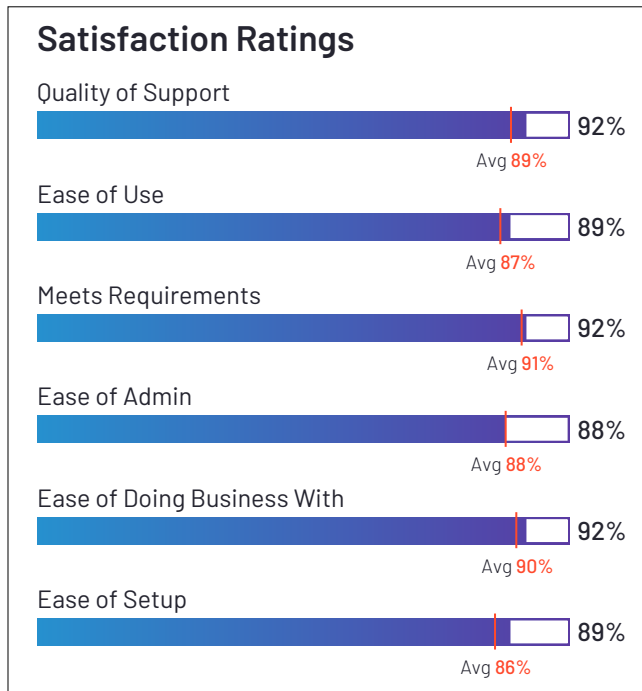
- Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [NinjaOne](#) (formerly NinjaRMM), [Dynatrace](#), [Atera](#), [Entuity](#), [LogicMonitor](#), [Auvik](#), [Site24x7](#), [Datadog](#), [Infoblox NIOS](#), [Progress WhatsUp Gold](#), [Azure Service Health](#), [SolarWinds Hybrid Cloud Observability](#), [ManageEngine OpManager](#), [N-able N-central](#), [ExtraHop](#), [ThousandEyes](#), [Sophos Central](#), [Paessler PRTG](#), [Pandora FMS](#), [Wireshark](#), [Splunk Infrastructure Monitoring](#), [Kentik](#), [Catchpoint](#), [ManageEngine NetFlow Analyzer](#), and [Zabbix](#)
- High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [Domotz](#), [Galgus](#), [checkmk](#), [SuperOps](#), [Netdata](#), [Nagios XI](#), [Centreon](#), [Indeni](#), [NetBeez Network Monitoring](#), [Cacti](#), and [StatusCake.com](#)

- 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: [Aruba AirWave](#), [StatsD](#), [Microsoft System Center](#), [Riverbed NPM](#), [ManageEngine OpManager Plus](#), [SolarWinds Standard Toolset](#), [Azure Network Watcher](#), [Flowmon Platform](#), and [IBM SevOne Network Performance Management](#)
- 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: [Netreo](#), [SmokePing](#), [Coralogix](#), [Motadata AIOps](#), [PingPlotter](#), [Intermapper](#), [NetBrain Next-Gen](#), [Pulseway](#), [Observium](#), [Nagios Network Analyzer](#), [Zenoss](#), [OpsRamp](#), [Munin](#), [Tanaza Cloud](#), and [CANopen](#)



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, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend LogicMonitor at a rate of 90%. 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), 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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“A Complete Network Monitoring Solution.

It is one of the best monitoring solutions and the best is it is a SaaS-based solution, not requiring additional hardware for the deployment, and support cloud and on-premises infrastructure. LogicMonitor offers agentless monitoring of all the network devices, and applications and provides clear visibility of device logs. Also, it can auto-discover the devices in the network, and visualize the network. Overall it is a complete monitoring solution.”

– Verified User in Construction  
Enterprise: > 1,000 employees

[Read the full review at G2.](#)

## Satisfaction Ratings for Network Monitoring

62 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	
NinjaOne (formerly NinjaRMM)	96%	99%	93%	95%	97%	95%	95%	94%	88
Dynatrace	90%	93%	89%	84%	89%	89%	87%	85%	66
Atera	94%	96%	92%	92%	95%	94%	92%	94%	82
Entuity	94%	98%	93%	92%	95%	94%	93%	95%	91
LogicMonitor	90%	94%	92%	88%	92%	92%	89%	89%	71
Auvik	91%	91%	89%	89%	93%	91%	89%	89%	74
Site24x7	93%	97%	94%	91%	91%	88%	92%	91%	81
Datadog	86%	90%	89%	85%	87%	87%	87%	83%	53
Infoblox NIOS	91%	71%	100%	85%	88%	92%	94%	96%	72
Progress WhatsUp Gold	89%	83%	91%	85%	92%	91%	83%	87%	66



“ Easy to set up and use, provides alerts at all times and general monitoring data, options to monitor and alert users about network or connection changes come hand in hand with excellent customer support. Comprehensive dashboards for real-time information on all systems being managed. Provides excellent visibility of our servers, providing first-hand analysis and reports easy to understand by our IT analysts.”

– Dev. P.  
Mid-Market: 51-1,000 employees

[Read the full review at G2.](#)

## Feature Comparison for Network Monitoring

### Functionality

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.

	Performance Monitoring	Alerting	Improvement Suggestions	Multi-Network Capability
NinjaOne (formerly NinjaRMM)	92%	92%	87%	92%
Dynatrace	93%	92%	90%	91%
Atera	90%	91%	84%	88%
Entuity	96%	96%	86%	94%
LogicMonitor	90%	91%	82%	90%
Auvik	91%	91%		94%
Site24x7	92%	94%	87%	91%
Datadog	92%	94%	82%	86%
Infoblox NIOS	N/A	N/A	N/A	N/A
Progress WhatsUp Gold	92%	94%	83%	90%

### Management

	Performance Baseline	Data Visualization	Path Analysis
NinjaOne (formerly NinjaRMM)	88%	88%	83%
Dynatrace	92%	91%	
Atera	86%	86%	81%
Entuity	93%	93%	89%
LogicMonitor	89%	89%	
Auvik	86%	89%	86%
Site24x7	91%	89%	88%
Datadog	88%	92%	89%
Infoblox NIOS	N/A	N/A	N/A
Progress WhatsUp Gold	87%	90%	87%





“ The metrics, both business and executive, are definitely top-notch, and the option to monitor from the network panel all devices and get their performance and status is also another option I love.”

– Lutz H.  
Enterprise: > 1,000 employees

[Read the full review at G2.](#)

## Additional Data for Network 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)
NinjaOne (formerly NinjaRMM)	58%	39%	3%
Dynatrace	7%	23%	70%
Atera	63%	36%	1%
Entuity	11%	41%	49%
LogicMonitor	18%	53%	29%
Auvik	55%	39%	6%
Site24x7	38%	45%	17%
Datadog	17%	51%	32%
Infoblox NIOS	18%	36%	45%
Progress WhatsUp Gold	14%	63%	24%

### 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)
NinjaOne (formerly NinjaRMM)	84%	16%	1.0	93%	4%	1%	2%	7	9
Dynatrace	54%	46%	3.3	72%	22%	3%	2%	37	22
Atera	76%	24%	1.0	92%	3%	1%	4%	3	6
Entuity	15%	85%	2.4	62%	27%	5%	5%	37	23
LogicMonitor	76%	24%	1.7	81%	14%	0%	5%	17	16
Auvik	71%	29%	1.2	89%	7%	2%	2%	3	7
Site24x7	63%	37%	1.0	80%	10%	3%	7%	5	6
Datadog	89%	11%	2.0	78%	17%	2%	3%	75	11
Infoblox NIOS	0%	100%	4.2	57%	43%	0%	0%	N/A	N/A
Progress WhatsUp Gold	6%	94%	1.0	88%	7%	0%	5%	7	14

## 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)
NinjaOne (formerly NinjaRMM)	88%	9
Dynatrace	47%	21
Atera	87%	8
Entuity	74%	22
LogicMonitor	75%	18
Auvik	64%	16
Site24x7	55%	10
Datadog	52%	16
Infoblox NIOS	80%	12
Progress WhatsUp Gold	70%	18

## 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
NinjaOne (formerly NinjaRMM)	NinjaOne (formerly NinjaRMM)	2013	1,096	25,269	2,962	4.4
Dynatrace	Dynatrace	2005	4,838	275,599	18,975	4.1
Atera	Atera	2011	339	12,712	1,577	4.2
Entuity	Park Place Technologies	1991	2,020	30,079	991	3.6
LogicMonitor	LogicMonitor	2007	1,099	86,530	13,126	3.6
Auvik	Auvik Networks Inc.	2011	342	10,614	2,998	4.2
Site24x7	ManageEngine	2002	345	40,673	7,563	3.5
Datadog	Datadog	2010	6,743	311,721	47,919	3.9
Infoblox NIOS	Infoblox	1999	2,311	147,990	11,320	4.4
Progress WhatsUp Gold	Progress Software	1981	3,566	60,764	50,624	3.9

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