



G2 Grid[®] Report for AIOps Platforms

Summer 2024



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Who is G2?

G2 is the world's leading business software review platform. The Grid® for AIOps Tools 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.

AIOps Tools Definition

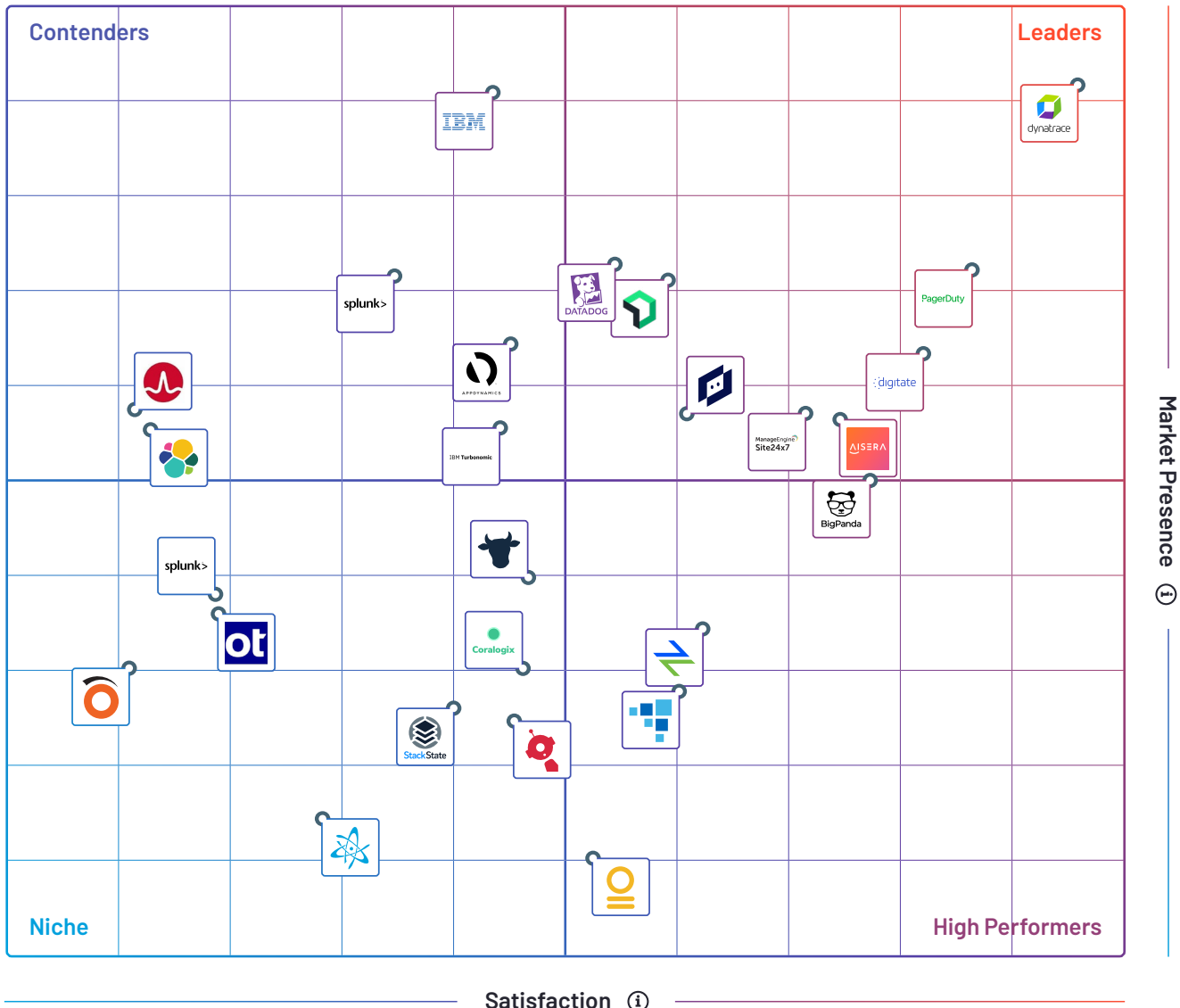
AIOps, or artificial intelligence for IT operations, describes using AI or machine learning to analyze large volumes of data across a variety of systems. AIOps tools take advantage of this to accelerate issue identification and resolution by increasing root cause analysis (RCA) accuracy and proactive identification, which reduces time to resolution and helps improve service level agreement (SLA) adherence. All IT teams can take advantage of the benefits AIOps platforms offer.

By nature of their functions, AIOps platforms are commonly integrated with a variety of other IT-focused tools, including but not limited to a variety of monitoring, [incident management](#), [service desk](#), and [log analysis](#) solutions. Many AIOps tools will integrate those functionalities directly into the platform to consolidate troubleshooting resources.

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

- Leverage AI and/or machine learning to analyze large volumes of data
- Monitor and analyze data from several types of systems
- Proactively and reactively identify issues
- Aid or guide the issue resolution process
- Integrate with a variety of IT systems

Grid® Report for AIOps Platforms



G2 Grid® Scoring

AIOps Platforms Grid® Scoring Description

Products shown on the Grid® for AIOps Platforms 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](#), [PagerDuty](#), [Digitate](#), [Datadog](#), [New Relic](#), [Aisera](#), [Site24x7](#), and [LogicMonitor](#)
- High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [BigPanda](#), [Netreo](#), [meshIQ](#), and [AIMS](#)

- 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: [IBM Instana](#), [AppDynamics](#), [Splunk Enterprise](#), [IBM Turbonomic](#), [Moogsoft](#), [CA WatchTower Platform ML Insights](#), 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: [Coralogix](#), [ZIF](#), [StackState](#), [FusionReactor APM](#), [Splunk APM](#), [OpenText Operations Bridge \(OpsBridge\)](#), and [Zenoss](#)

Grid® Scores for AIOps Tools

Leaders

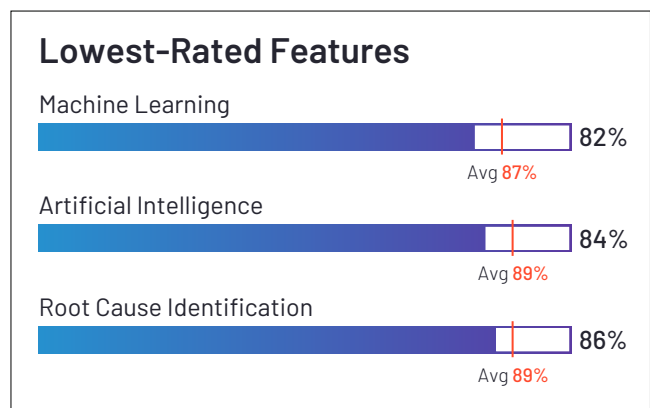
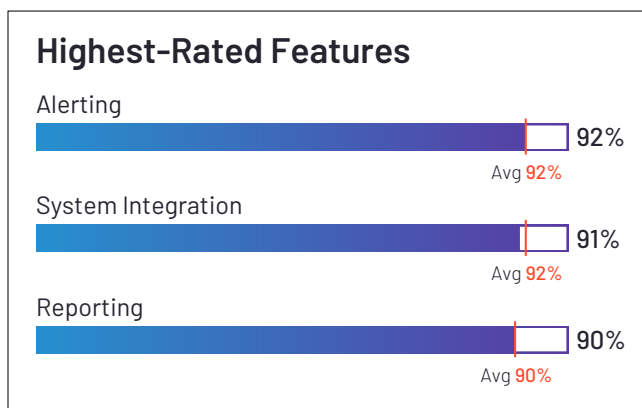
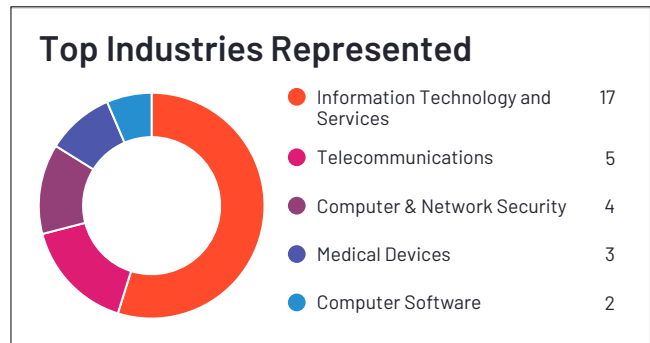
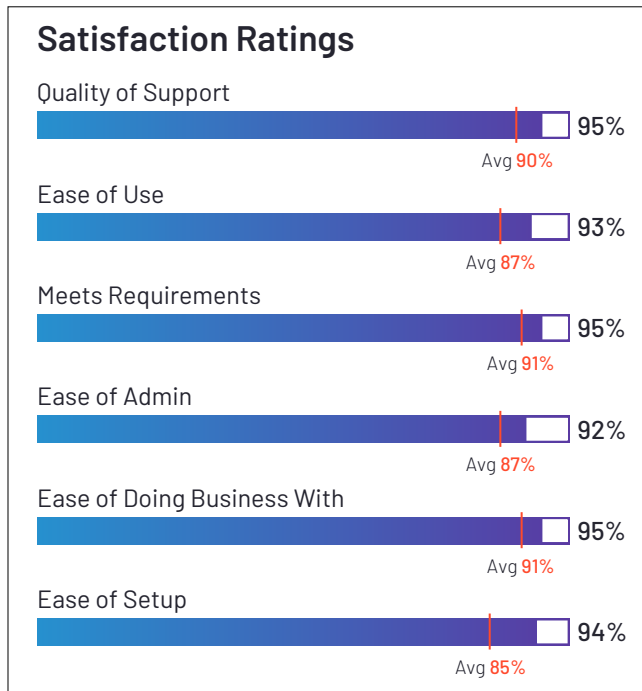
The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

	Number of Reviews	Satisfaction	Market Presence	G2 Score
Dynatrace	793	99	96	98
PagerDuty	341	86	70	78
Digitate	65	87	67	77
Datadog	83	60	78	69
New Relic	145	63	73	68
Alsera	69	75	58	66
Site24x7	38	72	59	66
LogicMonitor	56	64	60	62



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 94%. LogicMonitor is also in the Enterprise Monitoring, Website Monitoring, Cloud Infrastructure Monitoring, ServiceNow Store Apps, Container Monitoring, Log Analysis, Application Performance Monitoring (APM), Log Monitoring, and Observability Solution Suites categories.



<p>Ownership LogicMonitor</p>	<p>HQ Location Santa Barbara, CA</p>	<p>Year Founded 2007</p>	<p>Employees (Listed On LinkedIn) 1,117</p>	<p>Company Website logicmonitor.com</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 AIOps Platforms

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%	90%	89%	87%	85%	67
PagerDuty	90%	84%	93%	88%	92%	93%	87%	89%	69
Digitate	86%	90%	88%	81%	91%	89%	82%	83%	49
Datadog	88%	90%	92%	85%	89%	89%	82%	85%	57
New Relic	88%	86%	90%	86%	87%	85%	87%	85%	55
Alsera	88%	95%	87%	83%	91%	91%	83%	86%	55
Site24x7	92%	91%	92%	90%	89%	88%	90%	92%	81
LogicMonitor	94%	95%	96%	92%	95%	95%	94%	93%	87
BigPanda	92%	100%	93%	89%	93%	94%	85%	94%	72
Netreo	94%	100%	92%	88%	95%	98%	90%	93%	85

Feature Comparison for AIOps Platforms

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

	Artificial Intelligence	Machine Learning	Systems Monitoring
Dynatrace	89%	87%	88%
PagerDuty	97%	96%	98%
Digitate	78%	79%	87%
Datadog	98%	86%	97%
New Relic	98%	100%	97%
Alsera	90%	88%	90%
Site24x7	N/A	N/A	N/A
LogicMonitor	86%	84%	89%
BigPanda	89%	92%	92%
Netreo	93%	90%	95%

Issue Resolution

	Root Cause Identification	Proactive Identification	Resolution Guidance
Dynatrace	90%	89%	86%
PagerDuty	97%	96%	98%
Digitate	81%	81%	78%
Datadog	89%	89%	
New Relic	92%	95%	95%
Alsera	88%	88%	95%
Site24x7	N/A	N/A	N/A
LogicMonitor	88%	91%	89%
BigPanda	88%	90%	92%
Netreo	84%	90%	91%

Management

	System Integration	Alerting	Reporting
Dynatrace	88%	88%	81%
PagerDuty	97%	98%	96%
Digitate	86%	88%	84%
Datadog	88%	99%	90%
New Relic	95%	96%	94%
Alsera	98%	88%	90%
Site24x7	N/A	N/A	N/A
LogicMonitor	91%	93%	91%
BigPanda	92%	97%	88%
Netreo	94%	97%	94%



“ Proactive support made easier!”

– Felipe B., Senior Desktop Support Specialist
Mid-Market: 51 – 1,000 employees

[Read the full review at G2](#)

Additional Data for AIOps Platforms

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%	23%	70%
PagerDuty	16%	45%	39%
Digitate	6%	5%	89%
Datadog	11%	57%	33%
New Relic	29%	42%	29%
Alsera	9%	19%	72%
Site24x7	34%	50%	16%
LogicMonitor	13%	50%	38%
BigPanda	34%	15%	51%
Netreo	36%	29%	36%

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	52%	48%	3.2	75%	20%	2%	3%	37	21
PagerDuty	79%	21%	1.5	96%	4%	0%	0%	17	9
Digitate	63%	38%	5.6	20%	72%	8%	0%	27	34
Datadog	88%	12%	2.2	75%	25%	0%	0%	37	10
New Relic	76%	24%	1.4	91%	5%	2%	2%	12	8
Alsera	78%	22%	4.2	50%	39%	0%	11%	1,750	16
Site24x7	78%	22%	1.4	80%	12%	4%	4%	12	6
LogicMonitor	68%	32%	3.3	75%	15%	0%	10%	37	18
BigPanda	82%	18%	3.5	57%	33%	0%	10%	275	N/A
Netreo	36%	64%	1.6	64%	18%	18%	0%	20	11

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%	22
PagerDuty	71%	10
Digitate	46%	31
Datadog	53%	14
New Relic	68%	11
Alsera	53%	21
Site24x7	60%	11
LogicMonitor	68%	17
BigPanda	67%	N/A
Netreo	39%	26

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
PagerDuty	PagerDuty	2009	1,298	46,114	25,942	3.9
Digitate	Digitate	2015	339	9,928	3,927	3.5
Datadog	Datadog	2010	6,743	311,721	47,919	3.9
New Relic	New Relic	2008	2,494	130,573	70,067	3.3
Alsera	Alsera	2017	281	34,945	1,496	0.0
Site24x7	ManageEngine	2002	345	40,673	7,563	3.5
LogicMonitor	LogicMonitor	2007	1,099	86,530	13,126	3.6
BigPanda	BigPanda	2012	348	44,352	3,179	3.5
Netreo	Netreo	2000	52	4,850	8,305	4.4

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 AIOps Platforms 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 AIOps Platforms | Summer 2024 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through June 04, 2024. To view the AIOps Platforms Grid® with the most recent data, please visit the AIOps Platforms 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 [AIOps Platforms 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 and our [blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).