



G2 Network Monitoring Software Report

Winter 2023



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Who is G2?

G2 is the world's leading business software review platform. The Winter 2023 Network Monitoring Software Grid® 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.

What is Network Monitoring Software?

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 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 be included in the Network Monitoring category, a product must:

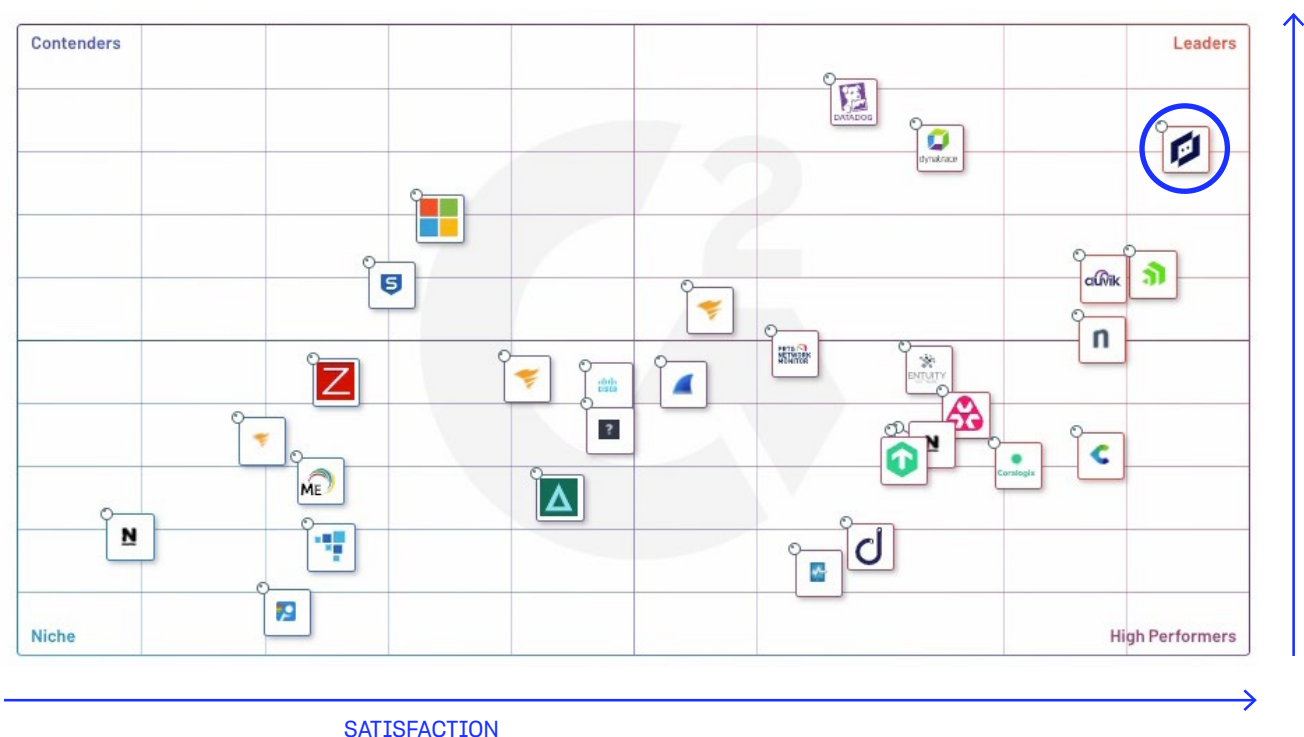
- Constantly monitor the performance of an entire computer network
- Create a baseline for network performance metrics
- Alert administrators if the network crashes or varies from the baseline
- Suggest solutions to performance issues when they arise
- Provide visualizations for network performance data

Network Monitoring Grid® Report

Products shown on the Mid-Market Grid® for Network Monitoring have received a minimum of 10 reviews/ratings in data gathered by November 22, 2022. 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®:



Locate the  on the grid (pictured right) to see how LogicMonitor stacks up in overall customer satisfaction.



Contenders

Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. Contenders include: Microsoft System Center and Sophos Central

High Performers

High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Entuity, Centreon, Atera, Coralogix, Nagios XI, checkmk, Wireshark, Domotz, and Pulseway

Niche

Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. Niche products include: Cisco Network Assistant, SolarWinds NetFlow Traffic Analyzer, SmokePing, Zabbix, Intermapper, SolarWinds Standard Toolset, ManageEngine OpManager, Ntredo, PingPlotter, and Nagios Network Analyzer

Market Leaders

Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: LogicMonitor, Datadog, Dynatrace, Progress WhatsUp Gold, Auvik, NinjaOne (formerly NinjaRMM), SolarWinds Network Performance Monitor, and PRTG Network Monitor



4.5 ★★★★★ (458)



LogicMonitor has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. LogicMonitor received the highest Satisfaction score among products in Network Monitoring. 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 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), Log Monitoring, and Observability Solution Suites categories.



CUSTOMERS
2000+ Globally



HQ LOCATION
Santa Barbara, CA



EMPLOYEES
1000+

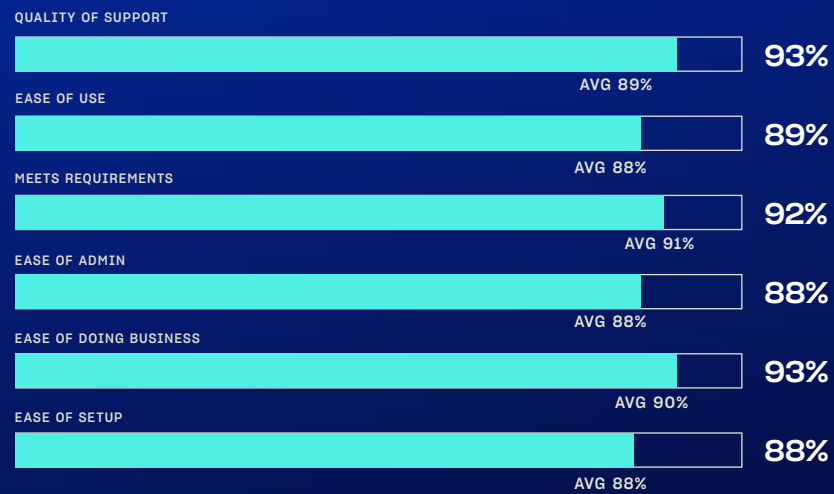


TECHNOLOGIES
2000+ Integrations



WEBSITE
LogicMonitor.com

Satisfaction Ratings



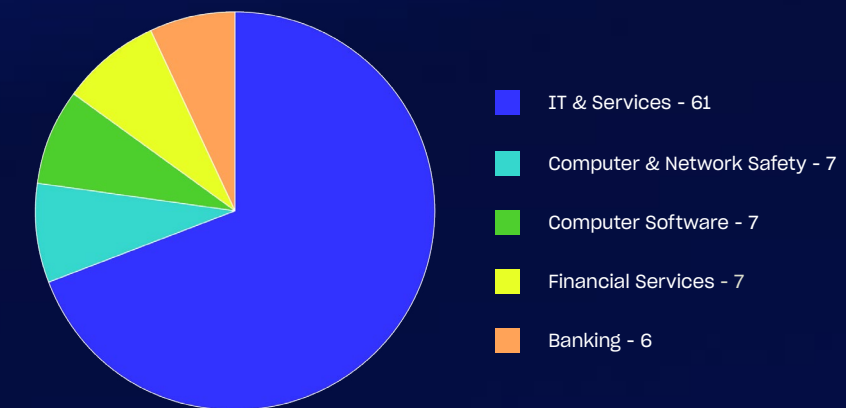
Lowest Rated Features



Highest Rated Features



Top Industries Represented



Satisfaction Comparison for Network Monitoring Software

Additional Data for Network Monitoring: The table below highlights implementation and deployment data as indicated in real user reviews on G2.

	SATISFACTION		MEETS REQUIREMENTS	EASE OF ADMIN	SATISFACTION BY CATEGORY			EASE OF USE	NET PROMOTER SCORE (NPS)
	LIKELIHOOD TO RECOMMEND	PRODUCT GOING IN RIGHT DIRECTION?			EASE OF DOING BUSINESS WITH	QUALITY OF SUPPORT	EASE OF SETUP		
LogicMonitor	91%	93%	92%	88%	93%	93%	88%	89%	70
Datadog	86%	92%	89%	82%	87%	85%	84%	83%	51
Dynatrace	89%	93%	90%	85%	88%	87%	88%	84%	70
Progress WhatsUp Gold	89%	86%	91%	86%	93%	92%	83%	87%	63
Auvik	93%	89%	90%	87%	93%	92%	84%	89%	82
NinjaOne (formerly NinjaRMM)	97%	97%	93%	95%	98%	95%	94%	93%	95
SolarWinds Network Performance Monitor	90%	93%	91%	87%	84%	81%	85%	92%	75
PRTG	92%	88%	94%	88%	89%	86%	87%	88%	79
Entuity	91%	100%	94%	94%	96%	95%	97%	95%	76
Centreon	97%	95%	98%	N/A	N/A	96%	N/A	98%	93
Atera	95%	96%	93%	92%	96%	93%	90%	93%	85
Coralogix	95%	100%	95%	94%	100%	100%	94%	96%	88
Nagios XI	95%	97%	96%	N/A	N/A	92%	N/A	94%	87



“LogicMonitor allows our organization to provide 24/7 “eyes” and “ears” on our customer environments. We can offer customers monitoring and alerting on all key infrastructure - on-prem and cloud. 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., COO IT Services, Small Business (> 50 emp.)

[Read full review on G2](#)

Implementation Index

Additional Data for Network Monitoring Software

Implementation Index

A product's Implementation score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of implementation-related review questions. Software buyers can compare products in the Network Monitoring category according to their Implementation scores to streamline the buying process and quickly identify the most easily implemented products based on the experiences of their peers. For vendors, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Implementation Score



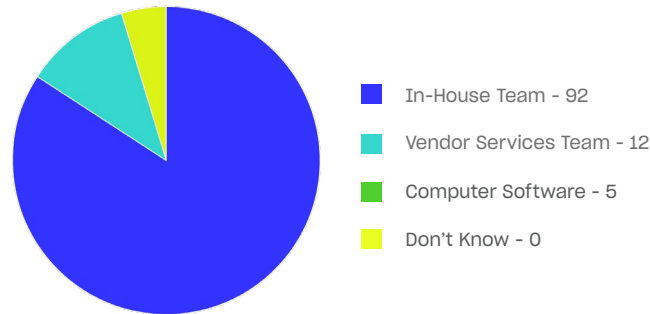
Implementation



Average Months to Go Live



Implementation Method



Implementation scores for network monitoring are shown below. The chart highlights some of the factors which contribute to a product's overall implementation score. Deployment and implementation data is shown in the table below.

	Ease of Setup	Implementation Time	User Adoption	Other Factors	Score
LogicMonitor	██████████	██████████	██████████	██████████	8.75
Progress WhatsUp Gold	██████████	██████████	██████████	██████████	8.68
NinjaOne (formerly...)	██████████	██████████	██████████	██████████	8.51
Atera	██████████	██████████	██████████	██████████	8.50
SmokePing	██████████	██████████	██████████	██████████	8.35
Domotz	██████████	██████████	██████████	██████████	8.30
OpManager	██████████	██████████	██████████	██████████	8.23
Auvik	██████████	██████████	██████████	██████████	8.18
Pulseway	██████████	██████████	██████████	██████████	8.18
Checkmk	██████████	██████████	██████████	██████████	8.14
PRTG	██████████	██████████	██████████	██████████	8.05
Intermapper	██████████	██████████	██████████	██████████	8.00
SolarWinds NetFlow Traffic...	██████████	██████████	██████████	██████████	8.00
SolarWinds Network...	██████████	██████████	██████████	██████████	7.99
Datadog	██████████	██████████	██████████	██████████	7.63

Relationship Index

Additional Data for Network Monitoring Software

Relationship Index

A product's Relationship score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of relationship-related review questions. Software buyers can compare products in the Network Monitoring category according to their Relationship scores to streamline the buying process and quickly identify products that provide the best relationship with software vendors based on the reviews of their peers. For vendors, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Relationship Score



Relationship Data



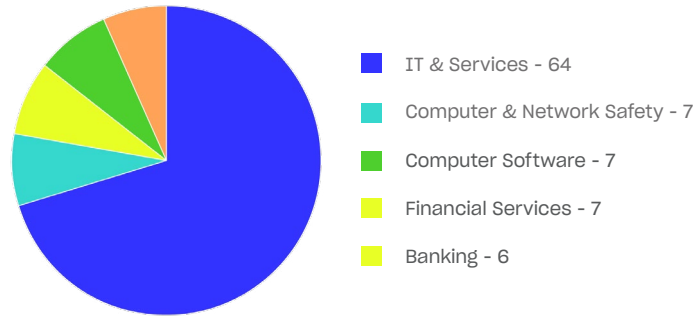
Ease of Business



Support



Top Industries Represented



Relationship scores for network monitoring are shown below. The chart highlights some of the factors which contribute to a product's overall Relationship score. Ease of doing business with, quality of support, and likelihood to recommend data is shown in the table below.

	Ease of Business	Likely to Recommend	Quality of Support	Other Factors	Score
LogicMonitor	High	High	High	Low	9.32
Progress WhatsUp Gold	High	High	High	Low	9.25
Auvik	High	High	High	Low	8.80
NinjaOne (formerly...)	High	High	High	Low	8.70
Coralogix	High	High	High	Low	8.63
Checkmk	High	High	High	Low	8.39
Domotz	High	High	High	Low	8.38
Atera	High	High	High	Low	8.37
Dynatrace	High	High	High	Low	8.22
Entuity	High	High	High	Low	8.18
Datadog	High	High	High	Low	8.03
PRTG	High	High	High	Low	7.97
Pulseway	High	High	High	Low	7.90
Wireshark	High	High	High	Low	7.83

Usability Index

Additional Data for Network Monitoring Software

Usability Index

A product's Usability score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of use-related review questions. Software buyers can compare products in the Network Monitoring category according to their Usability scores to streamline the buying process and quickly identify the most usable products based on the experiences of their peers. For vendors, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Usability Score



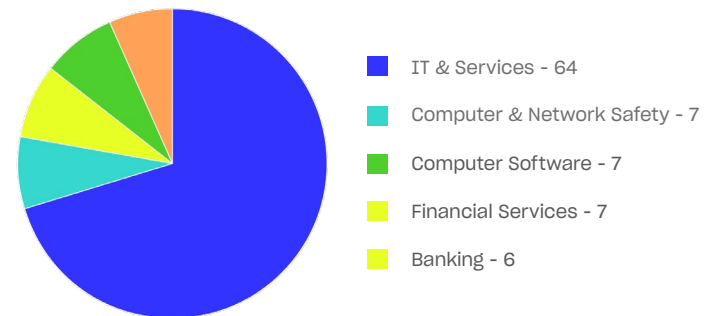
Usability Data



Average User Adoption



Top Industries Represented



Usability scores for network monitoring are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.

	Ease of Admin	Ease of Use	Meets Requirements	Other Factors	Score ⓘ
LogicMonitor	High	High	High	Low	8.58
Dynatrace	High	High	High	Low	8.42
Catchpoint	High	High	High	Low	8.41
Entuity	High	High	High	Low	8.29
SolarWinds Network...	High	High	High	Low	8.19
OpManager	High	High	High	Low	8.02
Checkmk	High	High	High	Low	8.01
SolarWinds NetFlow Traffic...	High	High	High	Low	7.98
Datadog	High	High	High	Low	7.96
Microsoft System Center	High	High	High	Low	7.94
Progress WhatsUp Gold	High	High	High	Low	7.85
Netreo	High	High	High	Low	7.84
Intermapper	High	High	High	Low	7.83
PRTG	High	High	High	Low	7.74
Zabbix	High	High	High	Low	7.73

User Adoption & Return on Investment Index

Additional Data for Network Monitoring: The table below highlights implementation and deployment data as indicated in real user reviews on G2.

	USER ADOPTION	PAYBACK PERIOD
	AVERAGE USER ADOPTION	ESTIMATED ROI (PAYBACK PERIOD IN MONTHS)
LogicMonitor	78%	19
Datadog	48%	12
Dynatrace	46%	24
Progress WhatsUp Gold	69%	19
Auvik	54%	14
NinjaOne (formerly NinjaRMM)	89%	11
SolarWinds Network Performance Monitor	85%	17
PRTG	69%	12
Entuity	79%	25
Centreon	N/A	N/A
Atera	86%	6
Coralogix	N/A	N/A
Nagios XI	N/A	N/A

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 influence in the category.

	SELLER NAME	YEAR FOUNDED	REVENUE (\$MM)	EMPLOYEES ON LINKEDIN (SELLER)	LINKEDIN FOLLOWERS	TWITTER FOLLOWERS (SELLER)	GLASSDOOR RATING
LogicMonitor	LogicMonitor	2007	N/A	1,189	47,778	14,170	4.3
Datadog	Datadog	2010	N/A	4,872	163,457	40,385	4.0
Dynatrace	Dynatrace	2005	N/A	4,217	143,893	18,509	4.3
Progress WhatsUp Gold	Progress Software	1981	\$442	3,293	49,401	51,876	4.1
Auvik	Auvik Networks Inc.	2011	N/A	287	8,292	0	3.8
NinjaOne (formerly NinjaRMM)	NinjaOne	2013	N/A	511	7,794	2,499	4.5
SolarWinds Network Performance Monitor	SolarWinds Worldwide LLC	1999	N/A	2,516	100,281	20,755	3.8
PRTG	Paessler AG	1997	N/A	297	12,058	4,791	3.7
Entuity	Park Place Technologies	1991	N/A	1,732	15,475	941	3.5
Centreon	Centreon	2005	N/A	143	5,835	714	4.4
Atera	Atera	2014	N/A	209	6,203	1,266	4.8
Coralogix	Coralogix	2014	N/A	216	7,598	4,078	4.3
Nagios XI	Nagios	2007	N/A	59	7,314	5,828	3.6

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Applications



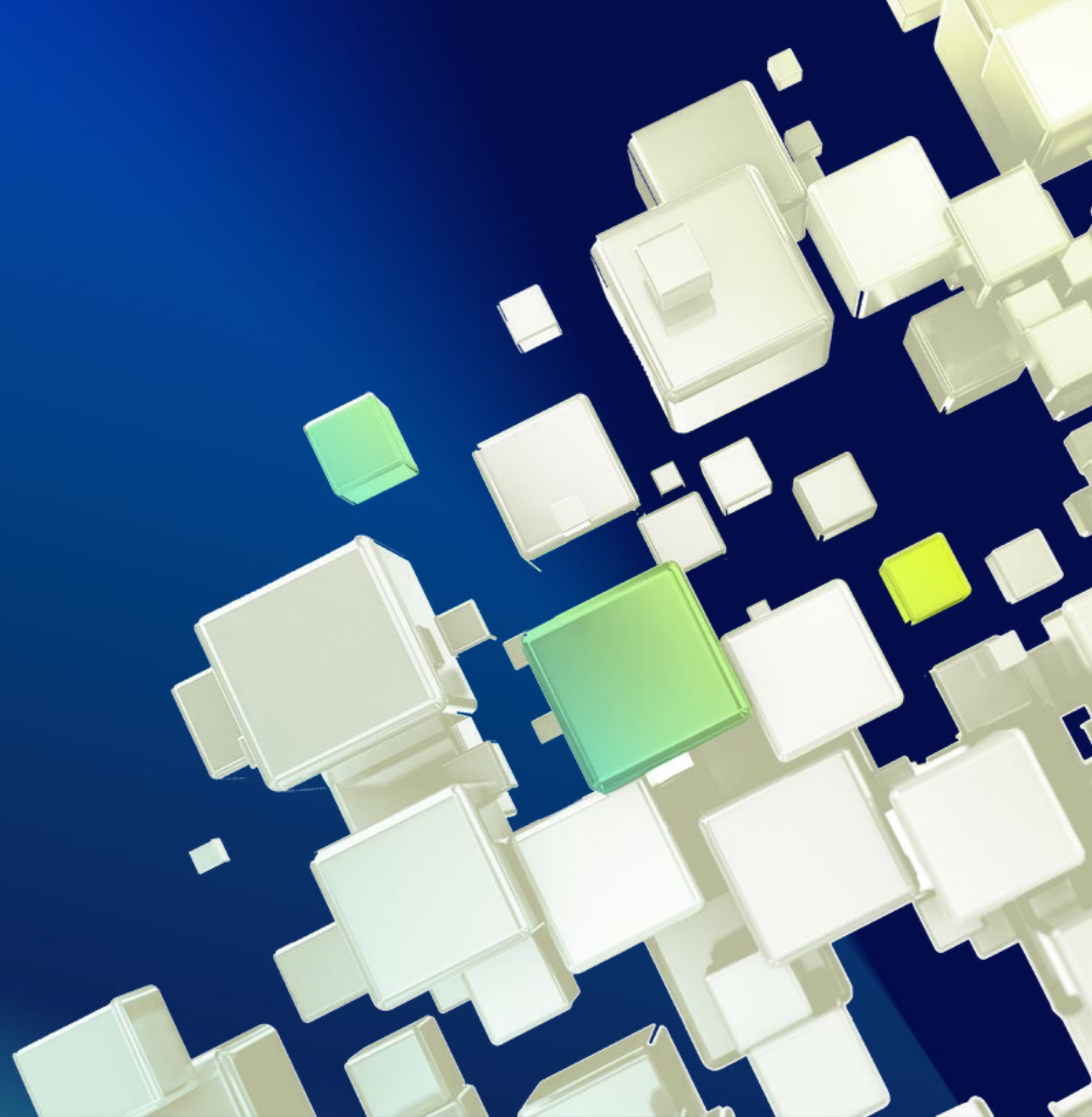
Websites



AIOps

LM Envision's unified monitoring platform expands possibilities for businesses by advancing the technology behind them. Ready to see it in action?

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About LogicMonitor®

LogicMonitor's SaaS-based unified observability platform gives clarity across hybrid IT to meet key business demands. LM Envision brings teams together to quickly identify and solve problems across infrastructure, applications and business services. Innovate faster while improving operational efficiency for critical services. For more information, visit www.logicmonitor.com.

