LogicMonitor

G2 Grid® Report for Cloud Infrastructure Monitoring

Summer 2024

G2

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Who is G2?

G2 is the world's leading business software review platform. The 2024 Grid® report for Cloud Infrastructure 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.
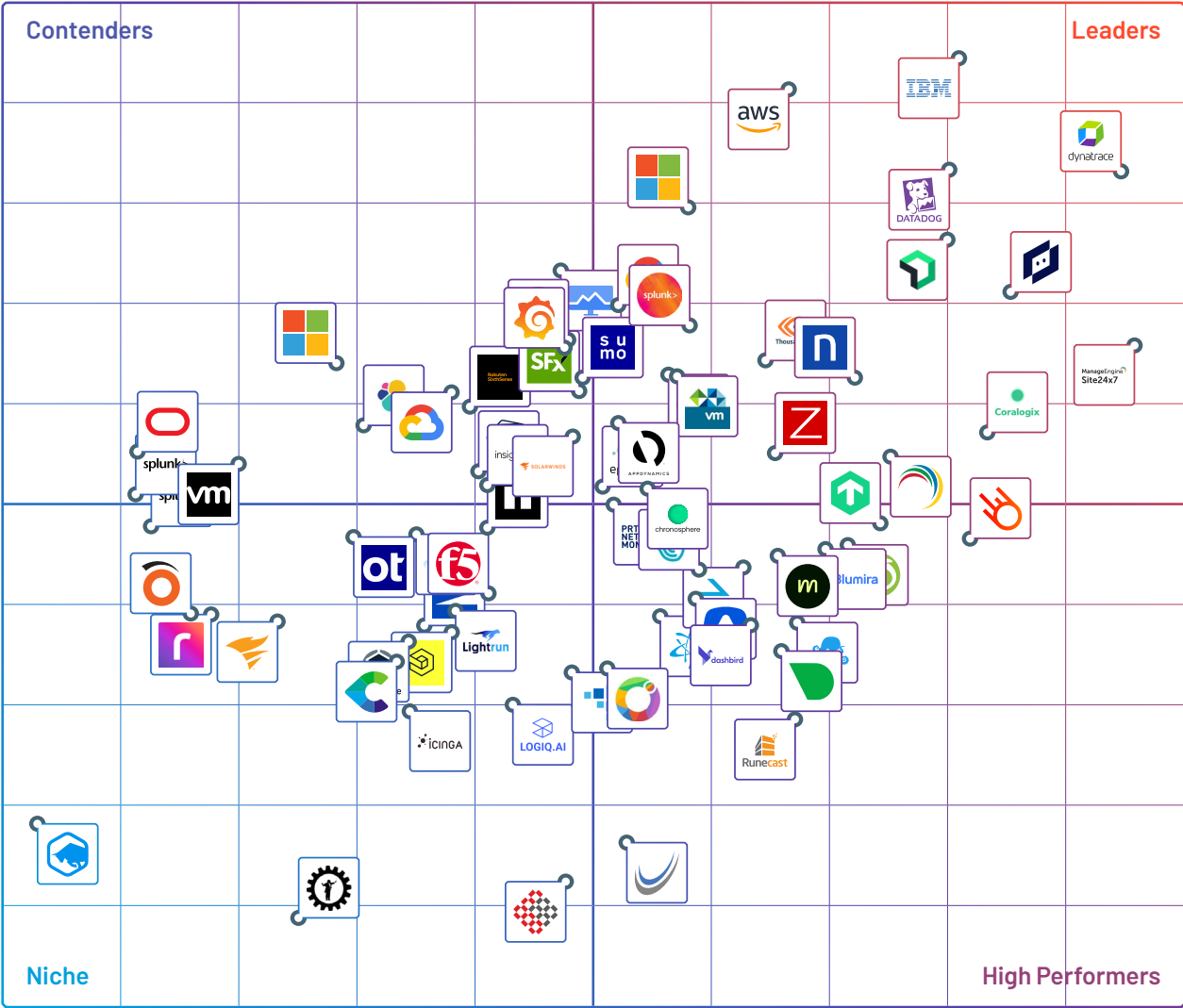
What is Cloud Infrastructure Monitoring Software?

Cloud infrastructure monitoring software allows companies to visualize and track the performance of their cloud applications or services. These tools aggregate data in real time to display information related to a company's cloud-based resources. These tools can track application performance, network availability, and resource allocation, among other cloud-related factors. They are typically used by IT departments to ensure services are functioning optimally and securely while also ensuring no money is being spent unnecessarily.

Cloud infrastructure monitoring tools may have overlapping features with either cloud workload protection platforms or cloud cost management software. Those tools, however, perform more individualized and specific management capabilities and may not provide adequate or necessary monitoring capabilities.

To qualify for inclusion in G2's Cloud Infrastructure Monitoring category, a product must:

- Monitor the performance of cloud-based applications or services
- Visually map or display resources and cloud infrastructure
- Identify abnormal activity or performance
- Provide best practices to ensure optimal performance

Grid® Report for Cloud Infrastructure Monitoring Software

Contenders — **Leaders** — **Niche** — **High Performers**

Market Presence ⓘ

Satisfaction ⓘ

G2 Grid® Scoring

Cloud Infrastructure Monitoring Grid® Scoring Description

Products shown on the Grid® for Cloud Infrastructure 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, IBM Instana, Datadog, Site24x7, Amazon CloudWatch, LogicMonitor, New Relic, Nexthink, Coralogix, Rakuten SixthSense Observability, Azure Monitor, Google Cloud Operations (formerly Stackdriver), ManageEngine Applications Manager, ThousandEyes, Splunk IT Cloud, IBM Turbonomic, Zabbix, Sumo Logic, AppDynamics, and Chronosphere.

- High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Lumigo, Pandora FMS, checkmk, Blumira Automated Detection & Response, Sematext Cloud, Sysdig Monitor, Netdata, Dashbird, Mezmo Log Analysis, Paessler PRTG, meshIQ, FusionReactor APM, Atatus, Runecast, Turbo360 (Formerly Serverless360), and Germain UX

- 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 Monitoring, Google Cloud Audit Logs, Splunk Observability Cloud, Grafana Labs, Splunk Infrastructure Monitoring, SolarWinds Hybrid Cloud Observability, Tenable Vulnerability Management, InsightVM (Nexpose), Microsoft System Center, Elastic Observability, Oracle Infrastructure Monitoring Cloud Service, and Splunk IT Essentials Work

- 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: NetApp Cloud Insights, Netreo, Catchpoint, StackState, Lightrun, F5 Distributed Cloud App Infrastructure Protection (AIP), OpsRamp, OpenText Operations Bridge (OpsBridge), SolarWinds AppOptics, LOGIQ.AI, Centreon, Icinga Infrastructure Monitoring, Splunk APM, Logz.io, LibreNMS, Riverbed NPM, Zenoss, IT-Conductor, and Blue Matador

Grid® Scores for Cloud Infrastructure Monitoring Software

Leaders

The table below shows the Satisfaction and Market Presence scores that determine product placement in the leaders quadrant on the Grid®.

	Number of Reviews	Satisfaction	Market Presence	G2 Score
Dynatrace	499	94	86	90
IBM Instana	204	75	99	87
Datadog	232	81	88	84
Site24x7	128	99	69	84
Amazon CloudWatch	224	70	98	84
LogicMonitor	293	91	74	82
New Relic	84	84	79	81
Nexthink	43	80	64	72
Coralogix	85	84	58	71
Rakuten SixthSense Observability	15	63	78	70

LogicMonitor Spotlight

LogicMonitor

Leader SUMMER 2024

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 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.

Satisfaction Ratings

Quality of Support
93%
Avg 91%

Ease of Use
89%
Avg 89%

Meets Requirements
93%
Avg 91%

Ease of Admin
88%
Avg 88%

Ease of Doing Business With
92%
Avg 92%

Ease of Setup
90%
Avg 87%
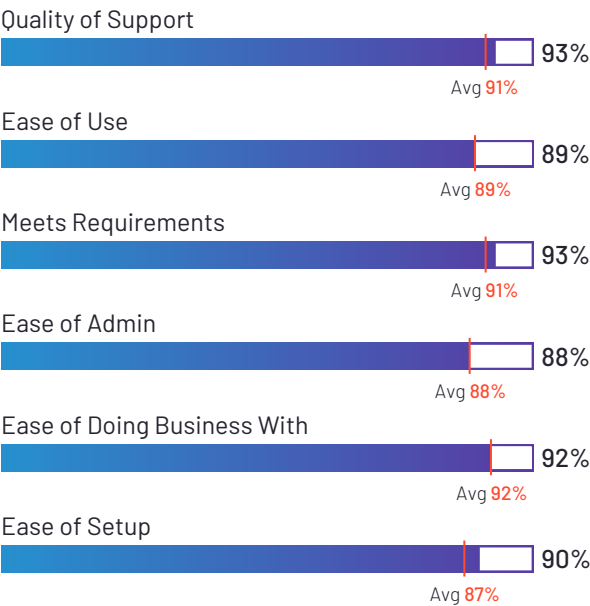
Top Industries Represented
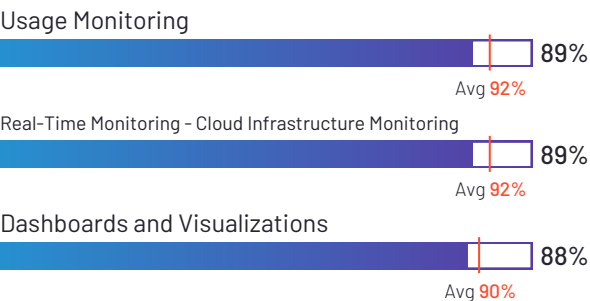
Industry	
● Information Technology and Services	103
● Computer Software	23
● Computer & Network Security	18
● Telecommunications	10
● Financial Services	8

Highest-Rated Features

Usage Monitoring
89%
Avg 92%

Real-Time Monitoring - Cloud Infrastructure Monitoring
89%
Avg 92%

Dashboards and Visualizations
88%
Avg 90%

Lowest-Rated Features

Spend Forecasting and Optimization
84%
Avg 88%

Automation
85%
Avg 88%

Reporting
85%
Avg 88%
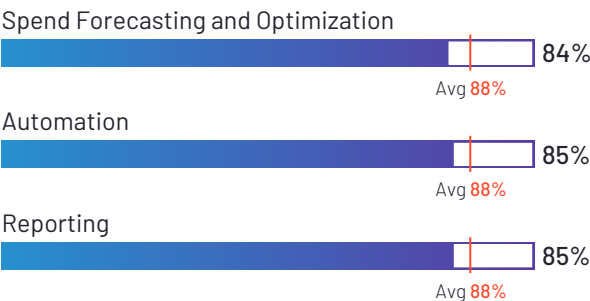
Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin)	Company Website
LogicMonitor	Santa Barbara, CA	2007	1,117	logicmonitor.com

★★★★⯨

❝ **A Comprehensive and Formidable Cloud Infrastructure Monitoring Tool.**
LogicMonitor offers complete visibility and monitoring of our entire organization IT infrastructures stack health and performance metrics. It triggers or generates alerts when applications and network performance changes. It enables ease to detect and resolve our applications and network performance problems. It speeds up the anomaly detection and resolution process. It helps to improve our IT infrastructure operations efficiency and optimize our cloud applications performance."

– Bhanu Pratap S., Senior Software Engineer
Enterprise: > 1,000 employees

Read the full review at G2

Satisfaction Ratings for Cloud Infrastructure 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%	86%	89%	90%	89%	88%	70
IBM Instana	89%	87%	89%	86%	89%	88%	88%	86%	62
Datadog	87%	92%	90%	86%	86%	84%	86%	85%	59
Site24x7	93%	100%	94%	92%	93%	90%	92%	91%	83
Amazon CloudWatch	87%	86%	88%	87%	90%	86%	86%	84%	55
LogicMonitor	91%	94%	93%	88%	92%	92%	90%	89%	73
New Relic	92%	95%	93%	90%	93%	92%	88%	90%	80
Nexthink	94%	95%	91%	87%	94%	92%	89%	91%	86
Coralogix	93%	93%	92%	89%	98%	97%	90%	89%	76
Rakuten SixthSense Observability	91%	100%	93%	93%	95%	96%	93%	94%	73

Feature Comparison for Cloud Infrastructure Monitoring

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.

	Usage Monitoring	Database Monitoring	API Monitoring	Real-Time Monitoring – Cloud Infrastructure Monitoring
Dynatrace	92%	86%	91%	92%
IBM Instana	89%	84%	90%	88%
Datadog	91%	89%	89%	90%
Site24x7		91%		95%
Amazon CloudWatch	91%	89%	83%	90%
New Relic	89%	89%	91%	89%
LogicMonitor	89%	86%	86%	89%
Coralogix	91%	79%	87%	87%
Azure Monitor	89%	91%	90%	90%

Administration

	Activity Monitoring	Multi-Cloud Management	Automation
Dynatrace	90%	89%	89%
IBM Instana	87%	88%	85%
Datadog	90%	88%	87%
Site24x7	94%	93%	91%
Amazon CloudWatch	90%	80%	86%
New Relic	87%	87%	88%
LogicMonitor	87%	86%	85%
Coralogix			
Azure Monitor	92%	89%	89%

Analysis

	Reporting	Dashboards and Visualizations	Spend Forecasting and Optimization
Dynatrace	85%	88%	
IBM Instana	85%	86%	84%
Datadog	88%	90%	
Site24x7	91%	90%	92%
Amazon CloudWatch	86%	84%	86%
New Relic	86%	92%	78%
LogicMonitor	85%	88%	84%
Coralogix	86%	86%	
Azure Monitor	88%	89%	88%

★★★★⯪

> "One of the standout features of LogicMonitor is its effortless setup process. Within minutes, I was able to connect and monitor multiple devices, servers, and cloud environments without any technical hurdles. The platform's auto-discovery capabilities proved invaluable, automatically detecting and adding relevant devices to my monitoring infrastructure. This streamlined approach saved me considerable time and effort."
>
> – Prakhar M., Senior Consultant
> Mid-Market: 51 – 1,000 employees

Read the full review at G2

Additional Data for Cloud Infrastructure 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	8%	30%	62%
IBM Instana	13%	46%	41%
Datadog	14%	50%	36%
Site24x7	44%	41%	15%
Amazon CloudWatch	29%	30%	41%
New Relic	18%	55%	26%
LogicMonitor	17%	50%	33%
Coralogix	25%	53%	23%
Azure Monitor	28%	28%	44%

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%	3.1	74%	21%	1%	4%	75	23
IBM Instana	89%	11%	2.7	71%	9%	6%	14%	37	14
Datadog	93%	7%	1.9	75%	19%	3%	3%	37	11
Site24x7	80%	20%	1.1	80%	10%	1%	8%	7	5
Amazon CloudWatch	90%	10%	1.9	92%	5%	2%	2%	17	5
New Relic	83%	17%	1.9	82%	15%	0%	3%	17	17
LogicMonitor	93%	7%	1.6	70%	22%	4%	4%	17	7
Coralogix	85%	15%	3.6	41%	41%	7%	11%	175	24
Azure Monitor	93%	8%	1.7	97%	3%	0%	0%	37	12

★★★★⯪

" **It's simple to analyze and monitor our security logs with LogicMonitor. It enables comprehensive visibility into our cloud network, applications, servers and infrastructures in real-time."**

– Rhiana M., Information Technology Specialist
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	47%	20
IBM Instana	53%	17
Datadog	50%	16
Site24x7	62%	13
Amazon CloudWatch	59%	11
LogicMonitor	78%	17
New Relic	66%	9
Nexthink	57%	18
Coralogix	74%	10

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	4,641	246,798	18,912	4.2
IBM Instana	IBM	1911	310,929	16,052,013	720,201	4.1
Datadog	Datadog	2010	6,086	275,206	46,137	3.9
Site24x7	ManageEngine	2002	305	38,240	7,481	3.5
Amazon CloudWatch	Amazon Web Services (AWS)	2006	128,735	9,020,830	2,203,090	3.7
New Relic	New Relic	2008	2,597	123,490	70,377	3.6
LogicMonitor	LogicMonitor	2007	1,117	85,024	13,255	3.6
Coralogix	Coralogix	2014	295	15,192	4,155	4.1
Azure Monitor	Microsoft	1975	225,462	21,781,512	13,926,688	4.3

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