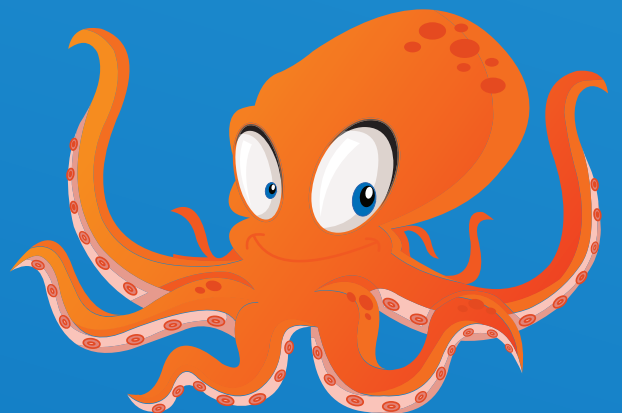




# G2 Enterprise Monitoring Report 2020



## TABLE OF CONTENTS

<b>Who is G2?</b>	<b>3</b>
<b>Netreo Spotlight</b>	<b>4</b>
<b>Satisfaction Rating</b>	<b>5</b>
<b>Enterprise Monitoring Grid</b>	<b>6</b>
<b>Real User Reviews</b>	<b>7-8</b>

## Who is G2?

G2 is the world's leading business software review platform. The 2020 Enterprise Monitoring Software Grid® report, released here in an abridged form in collaboration with Netreo, is designed to help businesses make the best IT Infrastructure Monitoring technology buying decision.

## What is Enterprise Monitoring Software?

Enterprise monitoring tools offer a single pane of glass approach to keeping constant watch over a large spectrum of IT systems. These solutions allow businesses to monitor servers, applications, networks, databases, and more through a single dashboard, creating a more uniform, consolidated approach to systems monitoring. Because of their coverage scope, server admins, network admins, and a variety of other administrative and engineer-level positions can employ enterprise monitoring tools to great benefit.

Enterprise monitoring solutions will sometimes capitalize on machine learning or other artificial intelligence capabilities, facilitating an AIOps platform-style approach to enhance standard monitoring. Some enterprise monitoring tools offer—or are exploring offering—observability functions on top of monitoring features, giving businesses insights on the state of their systems through event metrics, traces, logging, and metadata.

*Netreo's staff is extremely responsive, assisting us with our needs and desires to use Netreo as a worthwhile tool in our environment. They have great expertise in their product and in how to help us tackle the challenges we face when attempting to holistically monitor and maintain our technology. -Matt P, Past Chair*



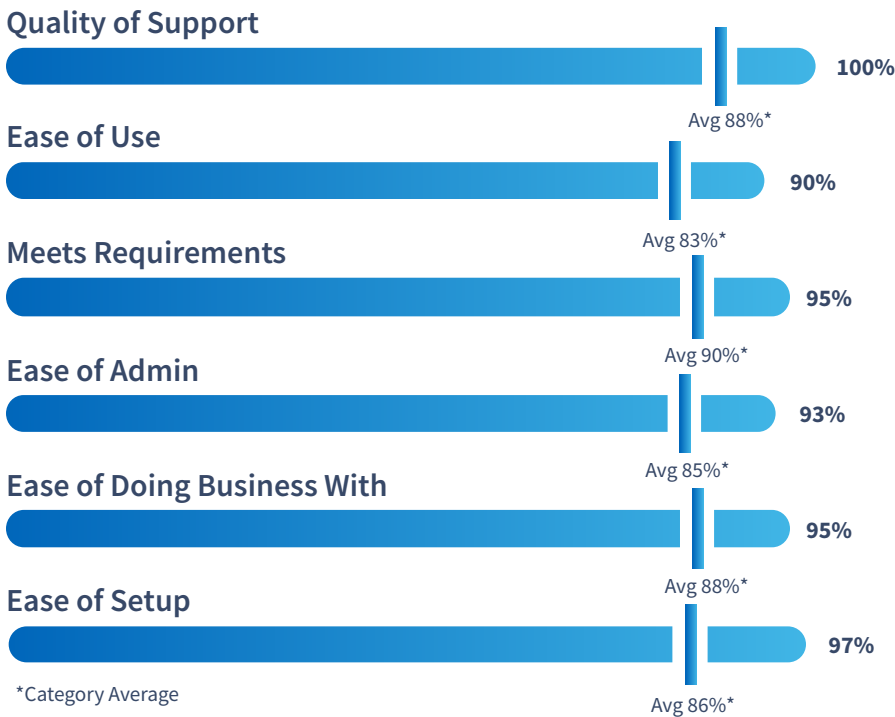
4.6 ★★★★★ (15)



Netreo has been named a "High Performer" based on receiving a high customer satisfaction score compared to the rest of the category. Our full-stack IT management and AIOps products empower customers with real-time information on their cloud, on-premises and hybrid networks, applications and devices - so they can provide amazing internal and external customer experiences from their digital environments and focus more on innovation.

Netreo can also be found in the Database Monitoring, Network Monitoring, Server Monitoring, Cloud Infrastructure Monitoring , AIOps Platforms, Application Performance Monitoring (APM), IT Alerting, and Digital Experience Monitoring (DEM) categories.

## Satisfaction Rating



Customers  
1000+



HQ Location  
Huntington Beach, CA



Website  
[www.netreo.com](http://www.netreo.com)

## Satisfaction Ratings for Enterprise Monitoring

G2 reviewers rated software vendors' ability to satisfy their needs as shown in the table below. Netreo is the highest rated vendor in six of the nine satisfaction rating categories.

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likely to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business	Quality of Support	Ease of Setup	Ease of Use	
Datadog	84%	90%	89%	82%	85%	86%	85%	82%	43
LogicMonitor	90%	93%	91%	88%	93%	92%	89%	87%	63
PRTG	91%	87%	91%	84%	88%	84%	84%	85%	73
Nagios XI	93%	100%	96%	N/A	N/A	92%	N/A	92%	80
FusionReactor APM	94%	93%	95%	91%	90%	95%	89%	87%	80
<b>Netreo</b>	<b>98%</b>	<b>100%</b>	<b>95%</b>	<b>93%</b>	<b>95%</b>	<b>100%</b>	<b>97%</b>	<b>90%</b>	<b>71</b>
Zabbix	84%	80%	86%	81%	80%	79%	79%	76%	42
Micro Focus Operations Bridge	83%	75%	86%	84%	82%	75%	84%	79%	53
SignalFx	81%	79%	79%	78%	95%	90%	78%	70%	33
Average	89%	89%	90%	85%	88%	88%	86%	83%	60

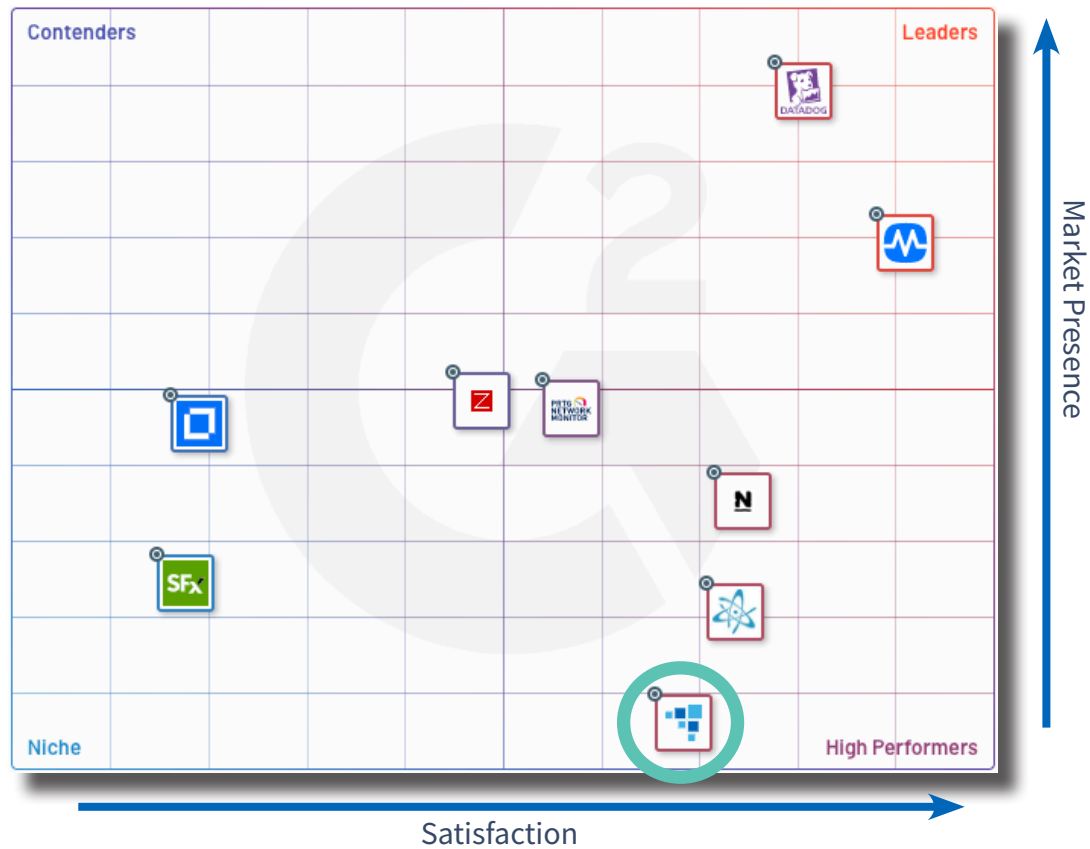
\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Enterprise Monitoring Grid Report

Enterprise Monitoring Software Grid Scoring - Products shown on the Grid<sup>®</sup> for Enterprise Monitoring have received a minimum of 10 reviews/ratings in data gathered by June 02, 2020.

Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, vendor size, and social impact) and placed into four categories on the Grid<sup>®</sup>:



## CONTENDERS

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.

## LEADERS

Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores.

## NICHE

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.

## HIGH PERFORMERS

High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. **This is where you will find Netreo.**

# Real User Reviews



Juan D  
Enterprise(> 1000 emp.)

## "First line point of contact"

### What do you like best?

It easy to find and locate the source of any issue. Rather than having several alerts all over the place, Netreo's parent system allows us to review only the critical alerts to provide a quicker and faster response. I enjoy the multiple dash boards, specifically the network operations center view. This is my go to to visually locate any issues we may be having around our entire district. Using a map of our city and then placing each location within that map, we could easily navigate to any site with just a click. This is also a great tool for our executive team that needs just a big picture view of the status of our network.

### What do you dislike?

There is a lot to learn when first introduced, but after some training I'm sure I'll get to understand all the in's and out's provided by this wonderful system. The only real dislike is that to get the full network visibility you have to include each device and that can add up in terms of cost.

### Recommendations to others considering the product:

It's a great tool to help maintain your enterprise network.

### What problems are you solving with the product? What benefits have you realized?

We are using this to help us find bottlenecks and how we can make our network more efficient. This also helps with the baseline performance of all of our devices. We can see what trends we are having and also use that data and information to make better decisions on where to take our network to next. It certainly helped to determine the bandwidth needs of our growing student base.



Matt P, Past Chair  
Enterprise(> 1000 emp.)

## "Netreo helps us deliver real value to our organization"

### What do you like best?

Netreo's staff is extremely responsive, assisting us with our needs and desires to use Netreo as a worthwhile tool in our environment. They have great expertise in their product and in how to help us tackle the challenges we face when attempting to holistically monitor and maintain our technology.

### What do you dislike?

We wish the email notifications could be more complex and tailored to the business unit being notified. For example, if a core piece of network equipment were to fail we would like detailed technical information about the outage sent to technology staff while non-technical business impact information such as which services might be affected to be sent to affected departments/users.

### What problems are you solving with the product? What benefits have you realized?

Netreo allows us to monitor our entire network environment including detailed indicators that might expose potential problems. Beyond helping us to quickly address and correct any outages or issues. Netreo also allows us to easily report and demonstrate our compliance on key goals. For instance, we can quickly report on battery run times for critical equipment like phones and wireless should power be lost to a building and present this to business leaders.

# Real User Reviews



Alex U  
Small-Business(50 or fewer emp.)

**"Netreo is lean and mean! Just what's needed to get the job done, without all the unnecessary bloat."**

**What do you like best?**

Netreo is super easy to set up, and covers the most common use cases right out of the box.

**What do you dislike?**

Some advanced configuration areas aren't the easiest to find.

**Recommendations to others considering the product:**

If you are looking for the easy button, Netreo is for you. A breeze to set up, and covers all the basics.

**What problems are you solving with the product? What benefits have you realized?**

Basic server management. The lightweight discovery and management are perfect for our environment. We don't need a ton of configuration options, so Netreo fits the bill perfectly. Plus, once configured, we haven't had to touch it, so the reliability is excellent also.



Tim K, Systems Administrator  
Enterprise(> 1000 emp.)

**"Netreo's team is working very hard to provide amazing monitoring and notification systems"**

**What do you like best?**

Their expert support team is extremely helpful.

**What do you dislike?**

I would embrace more training opportunities.

**Recommendations to others considering the product:**

Test it out and see what it can do - don't be afraid to ask the team about any parameter you desire to monitor. They can do amazing things with this solution! If you are looking for the easy button, Netreo is for you. A breeze to set up, and covers all the basics.

**What problems are you solving with the product? What benefits have you realized?**

Netreo monitors and alerts us on an extensive set of servers and network gear in our environment.



**Netreo's award-winning full-stack IT management and AIOps products empower customers with real-time information on their cloud, on-premises and hybrid networks, applications and devices — so they can provide amazing internal and external customer experiences from their digital environments and focus more on innovation.**

**TRY NETREO FOR FREE TODAY**

