IT Central Station
Unbiased reviews from the tech community

User Reviews of New Relic APM and AppDynamics APM

A PEEK INTO WHAT REAL USERS THINK

2016

IT Central Station helps tech professionals by providing...

A comprehensive list of enterprise level Application Performance Management (APM) vendors.

A sample of real user reviews from tech professionals.

Specific information to help you choose the best vendor for your needs.

To read more reviews about Application Performance Management (APM), please visit:
http://www.itcentralstation.com/products/comparisons/new-relic-apm_vs_appdynamics-apm

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ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

Use IT Central Station to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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ABOUT THIS REPORT

This report is comprised of a comprehensive list of enterprise level Application Performance Management (APM) vendors. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

IMPORTANT NOTICE

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If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.

Application Performance Management (APM)

Application Performance Management (APM) is the work of monitoring and managing a software application's performance and availability. APM's scope further includes performance measurement for virtually any IT asset that affects end user experience. The goal of APM is to detect application performance issues in order to adhere to an agreed-upon service level. In particular, APM is focused on app response times under various load conditions. As part of this, APM also measures the compute resources required to support a given level of load.

According to members of the IT Central Station community, APM tools serve multiple masters. Developers need to understand app performance characteristics in order to ensure an optimal software experience for end users. Business managers and IT department leaders use APM data to help make decisions about infrastructure and architecture.

As applications grow more complex and interdependent, APM users express high expectations for potential APM toolsets. Accessibility, manageability and scalability are essential. Users argue that an effective APM tool must give business stakeholders accurate, understandable data while allowing developers to dive deeply into stored data over the long term.

APM users want APM tools to measure the deep internal transactions that take place inside an application or between integrated system elements. They want APM data in real time, across multiple application tiers, with transparency along the entire application process chain . Some refer to this as “full stack tracing.”

Ideally, APM data should be measured against user experience as a key performance indicator. For example, if a bottleneck is being caused by database latency, users want to understand the root cause so they can fix it immediately. This might require an alerting based on patterns and “baselining.”

Some expect APM tools to enable the discovery of complex distributed application architecture or even microservices and containers. After all, not all application architecture is known at the outset, and it certainly changes over time. Users need APM tools to be proactive whether they are used in dev, test, QA or production environments.

The APM toolset itself should have low impact on application performance. The measurements it takes have to be easy to interpret and place into a business-friendly reporting output. For instance, IT Central Station members suggest that APM tools should offer a predefined customizable reporting capability, with high visibility and a capacity to export and report on large quantities of raw data.

	New Relic APM	AppDynamics APM
Vendor:	New Relic	AppDynamics
Overview:	New Relic is a software analytics and application performance management solution that gives users in-depth data visibility and analytics. By going right to the source, the code, New Relic enables users to develop quicker software, build improved products,and consistently impress their customers. Data tells a story and New Relic interprets what it is telling you.	AppDynamics delivers real-time access to every aspect of your business and operational performance, so you can anticipate problems, resolve them automatically, and make smarter, more certain business decisions. Application Intelligence provides the business and operational insights into application performance, user experience and business impact of your software applications. The only Platform that offers fully-featured SaaS, private cloud, and on-premises options. Easily monitor and manage distributed applications in high-volume production environments, wherever they are. Identify issues before they impact your end users and resolve customer impacting issues 10x faster. Learn more at www.appdynamics.com.
Sample Customers:	Dow Jones, Microsoft, Nike, Groupon, NBC, Sony, Fox, Adobe, Best Buy, Walmart, and WebMD, Cirque du Soleil, FlightNetwork.com, France Télévisions SA, Hachette Book Group, Hy-Vee, Inc., Isolation Network, Inc., Lighthouse eDiscovery, Major League Soccer, NYC-DOT, New Zealand Media and Entertainment, Office Depot International in Europe, Royal Opera House, Adobe Systems Incorporated, American Eagle Outfitters, Inc., Citrix, Despegar.com, Eastern Bank Corporation, Fox Sports, Globosat, Hogg Robinson plc, iHeartMedia, Jive, Kent State University, Multiplus, NBCUniversal, Ocado, REI, Sensis, VenueNext, Yellow Pages Limited and Zenefits	Cisco, Sony, Nasdaq, Reserve Bank of New Zealand, Expedia, Edmunds.com, Puma, Fox News, DirecTV, Pizza Hut, T-Systems, Cornell University, OpenTable, BITMARCK, Green Mountain Power, and others. https://www.appdynamics.com/cu...
Pricing Information:		App plans start with a free 15-day trial of AppDynamics Pro. No credit card required. Lite Plan – Free Forever

Pricing Information:		Great for a single application Limited features and units Limited data retention Access to our documentation, AppDynamics Community, and University resources Sign up for FREE Now Pro Plan 1-10 units 11-25 units $3,600 $3,300 Per unit/yr. Per unit/ yr. *Additional discounts available with a 3 year commitment All features included. Purchase as many units as you need Over a year of data retention to enable analysis of release comparisons, capacity trending, or seasonal variations Comprehensive support via help desk and email from our amazing staff Sign up for FREE Now Enterprise Need more than 25 units? We offer volume discounts Contact us for a quote
Top Comparisons:*	AppDynamics APM vs. New Relic APM: Compared 8% of the time. CA APM vs. New Relic APM: Compared 6% of the time.	New Relic APM vs. AppDynamics APM: Compared 8% of the time. Dynatrace vs. AppDynamics APM: Compared 8% of the time.

Top Industries:*	Financial Services Firm	21%	Financial Services Firm	23%
	Marketing Services Firm	12%	Media Company	15%
	Media Company	9%	Marketing Services Firm	8%
	Software R&D Company	8%	Comms Service Provider	8%
Company Size:*	1-100 Employees	26%	1-100 Employees	21%
	100-1000 Employees	24%	100-1000 Employees	20%
	1000+ Employees	50%	1000+ Employees	59%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

Deep Dive: Valuable Features

New Relic APM

Guido Schade, Senior Unix Engineer + Managing Dir at a tech services company with 1-100 employees:

We are using the SLA reporting, server monitoring and alerting, however the main and most important feature for Mangocam is the real time application performance and capacity reporting. We are also using plugins for memcached and database monitoring and alerting.

Marc Pàmpols, Plone developer. Python programmer. Technical project lead. at a tech services company with 100-1000 employees:

The ability to have real-time performance statistics, as we need to know if the main features of our website are working and responding fast enough to our clients' clicks.

Edwin van Voorbergen, Senior Service Manager at a tech services company with 1-100 employees:

The application monitoring and Insights functionality. From an Ops perspective the application metrics NR provides opens the hood. I use it often in combination with load and stress tests on UAT environments. The application behavior allows me to discuss the results with the team and focus on possible issues real soon. NR is a very useful tool in a devops and continuous delivery strategy. The reports on SLA metrics and scalability are a very useful tool for service managers.

AppDynamics APM

Sid Roy, Vice President - Operations & Client Support at a tech services company with 1-100 employees:

Ease of deployment- it's easy to install and use. This is key for us. Even as the product portfolio has expanded to include additional- AD has done a great job of ensuring that the deployment process is straightforward and usually up and running in minutes. Even the upgrade process has been made a very low touch and the simple process makes it easy to keep your deployment up to date with the latest releases. Low infrastructure overhead and footprint, which go hand in hand. Low invasive processes for care and feeding of the solution in extremely large scale environments..

Carlos Eduardo , IT Manager at a government with 100-1000 employees:

Insights.

WebDevMgr898, .NET Web Development Manager at a music company with 100-1000 employees:

On-demand profiling – This gives us the ability to execute a thread profiler on demand and get a very in depth view of call costs ApDex/Error monitoring – As a dev-ops solution, this is a great tool because we're able to help predict issues before the end-user starts notifying us. We can set thresholds that are based on our metrics

Dima Kazavchinsky, NOC Engineer at a financial services firm with 100-1000 employees:

Support for plug-ins (RMQ, Redis etc.) is a valuable feature.

Chandan, Co-Founder at a software R&D company:

App server monitoring Response time Error Rates

InformationSysManager55, Information Systems Manager at a tech services company with 1-100 employees:

Trends and Alerting have been valuable features.

Deepak Agrawal, Performance Test Engineer at a tech services company with 1000+ employees:

New Relic shows how much time each SQL transaction (SQL query) is taking to execute. By this, client can pinpoint the query and modify so that it takes less time to execute.

Sid Roy, Vice President - Operations & Client Support at a tech services company with 1-100 employees:

Despite dozens of deployments across hundreds of applications- we have yet to see a case where AD is negatively impacting application execution or functionality. Features- in terms of diagnostics it's very good and very extensible. AD has clearly contemplated the multitude of monitoring workflows and features needed to sustain enterprise application performance across all major tech platforms and architectures. Extremely reliable and resilient agent based technology. Extensibility - the solution has been designed to account for rapidly changing application architectures.

A strong example is the mobile and browser related capabilities AppDynamics has brought to market. With near out of the box functionality for iOS and Android- AppD also provides support for single page applications and additional advanced JS type deployments models Integrated view of database system performance and execution- AppD has crafted a powerful single pane of glass view Breadth and depth of portfolio with ever expanding capabilities including synthetics, log management and analytics capabilities

Utkarsh Choudhary, Performance Tester/QA at a tech consulting company with 1000+ employees:

It provides great tools for monitoring and managing all the different environments of Dev, QA, and Prod with different needs but from a common interface. It's very light and monitoring overhead is minimal. And because it's also a SaaS-based application, it can be accessed by all team members from anywhere at any time.

Pawan Ramekar, Engineer at a software R&D company with 100-1000 employees:

Transaction traces

Chris Bell, Consultant Software Developer at a tech consulting company with 1-100 employees:

Alerts when server load reaches thresholds, disk space thresholds and error logging of applications.

Tess Christenson, Sr Application Ops Engineer at a tech services company with 1000+ employees:

Ease of installation/maintenance.

Carlos Ortiz de Zevallos Torrents, Security Consultant at a security firm with 100-1000 employees:

JS error detection, alerting systems.

Basil Abbas, Technical Co-Founder at a tech services company with 1-100 employees:

The database trace was the most useful service. This helped us to improve performance on our servers by more than 30%.

Tarun Kakkar, QA Expert at a tech services company with 100-1000 employees:

The API response time has been a valuable feature.

Abdullah Aldebas, CEO at Shared Technologies:

In our experience, the Server Insights are valuable.

Jose Lopez, Senior Application Support Specialist - ITIL® at AsianLogic:

Application Flow Map, Operational Dashboards, Transaction Scorecards, Exception details (stacktrace, sql queries, etc), it provides all the information required to engage the issue, Metric browser, Information Points, Correlation Analysis.

AmitBhatia, Technical Lead | Manager,Software Engineering at a aerospace/defense firm with 1000+ employees:

I think the performance and interface are the most important features.

David A. Wheeler, Production Operations Systems Admininistrator III at a software R&D company with 1000+ employees:

The modules that we are finding most valuable are as follows: Applications: This provides us insight into how our applications are performing within our environments and affords us the ability to identify opportunities and make changes to code / environment to effect positive performance lift. Databases: This module is amazing; allows our developers the ability to view into the SQL nodes themselves to quickly rule in/out any hardware issues. It also provides them with access to download execution plans directly via AppDynamics, which in turn helps improve turnaround time for fixes and such. End User Monitoring: Whereas the Application module gives us insight as to how our applications are performing within our environments, End User Monitoring provides us similar data from a browser perspective. In other words, it provides us the complete experience from the clients' perspective; tremendously valuable indeed.

Martijn Van Deel, Sr. Hybris Consultant at a tech consulting company with 1000+ employees:

The most valuable feature is the New Relic APM module to deep-dive into the application, to get bottlenecks to the surface, and to improve application performance. Also, the New Relic Insights module creates a real-time dashboard on application performance to create awareness for the DevOps team.

ITManager063, IT Manager at a software R&D company with 1-100 employees:

It gives us insight into several areas-- Where slowdowns are, Which of our customers is hitting us most, and If there's an application issue on the database side, how long a query takes.

BenJones, Director of IT/Operations at a software R&D company with 1-100 employees:

The APM Transaction monitoring is the most valuable feature. Being able to define key transactions and collect traces has been essential to providing actionable data for fixes and improvements.

Frank Dzedzy, DevOps Architect at a software R&D company with 100-1000 employees:

The most valuable feature for us is the ability to see what is going on with the apps on our web server. We can monitor the response times, throughput, what transactions are fast or slow, and what's being hit more than others.

Drew Osborne, Senior System Administrator at a tech company with 1000+ employees:

My favorite part of the application is that it auto-baselines the application that you instrument with it. I work with other monitoring tools such as SCOM and Splunk. These tools are great, but the automatic baselining offered by AppDynamics is like an easy button. Products like SCOM and Splunk require you to have to know exactly what you want to alert on. From a Splunk perspective, that is generally a very specific log entry such as an error. SCOM deals with hard thresholds and there is work to tune those to be meaningful for an organization.

What make sense for organization A might be completely different for organization B. For example, when to alert on a drive filling up. Does 80% make sense and give enough proactive warning to get the issue resolved? With AppDynamics, the product keeps track of how your application is performing and rolls that into an aggregated value that is compared against how the application is performing right now. It then lets you alert on a deviation away from what is considered normal. This creates immediate value in the alerts it provides without any real interaction from a tuning standpoint.

Haithem Hmida, Senior Performance Engineer Consultant at a tech company with 100-1000 employees:

Flowmap Snapshots End-user monitoring (web and mobile)

Anuparn Padalia, Technical Account Manager at a tech services company with 1-100 employees:

Code-level deep dive analysis and automated application flow service models: Companies maintaining strict compliance such as PCI, etc., can easily use AppDynamics without any restrictions, because it has a completely web-based interface and there is no client. Use of BCI (Byte Code Instrumentation) is also a key feature that helps AppDynamics to fetch maximum information via Java agents without consuming a lot resources on the application servers.

SrSoftwareEng345, Senior Software Engineer at a real estate/law firm with 1000+ employees:

The most valuable features for us are-- Real-time monitoring The interface The look and feel We can check the environment periodically throughout the day Good forensics tool if there's an issue

SrITOpsMgr943, Senior IT Operations Manager at a software R&D company with 100-1000 employees:

The most valuable features to us are-- Measuring performance from the applications point view against the view of the customer's browser, Being able to troubleshoot issues due to an app or network issue, and The error rate is helpful in finding issues in the server pool.

ProblemMgr877, Problem Manager at a financial services firm with 100-1000 employees:

The overview itself provides us clear visibility of how applications are doing, and provides us our response times, data rates, and Apdex score.

SrPrincipal856, Sr. Principal at a financial services firm with 1000+ employees:

I've found the most valuable feature to be-- Being able to drill down to see data, and Being able to capture all the timing information and different functions.

NoahSmith, Lead Software Architrect at a retailer with 1-100 employees:

Stack traces are the most valuable feature for us. We have a monolithic stack and just having a single place to get product track traces is incredibly valuable. We use all the charts and graphs, but it all comes down to getting stack traces to see how code is flowing.

SrSoftwareEng528, Senior Software Engineer at a financial services firm with 1000+ employees:

We like the ability to drill down into the method level to identify where the real issue is, as other tools just show the slowness at the transaction level only. We also like its database monitoring which gives almost everything to us for identifying any performance issues with the database. It is certainly not a legacy monitoring tool to monitor the database, it should be looked at as a database performance monitoring tool.

PaulFleming, Chief Technology Officer at a software R&D company with 1-100 employees:

Line-level tracing: This helped massively with identifying and eliminating performance bottlenecks. We had a significant slowdown in our app that we were struggling to identify. Using AppDynamics to trace hosted code to bottlenecks proved invaluable. This however only got us so far. When we reached the limit with AppDynamics, we sought advice from their technical team. After all, we were using a very expensive product that didn’t get us all the way. Under NDA, AppDynamics took a working branch of our code and investigated the bottleneck internally. They did this using other tools besides AppDynamics. This was beneficial to them to identify things that could not be achieved with AppDynamics. Later, they were able to discover a way to make this easier within AppDynamics.

Kyle Bilenki, Lead Developer at a media company with 1000+ employees:

The most valuable feature is the transparency into how applications are running. That's huge because we previously didn't have it and we had no idea what was going on. Now, we can see exactly what's going on and are able to understand what code paths are running. That stuff is hugely beneficial to us.

SrOpsEng784, Sr. Ops engineer at a tech services company with 100-1000 employees:

For the way we use it, we like the monitoring of websites and it allows us to look at the trace stacks to identify problems. We're also able to compare the day and the week before to see whether problems are reoccurring.

Drew Mercer, DevOps Engineer at Cvent:

Real-time error monitoring means I can drill down and see what's happening. It allows me to see what my latency is while it's going on.

Kendrick Martin, Devops Engineer at Cvent:

It allows us to break up the bands of types of responses you get, such as database and external transactions.

Matthew Mossman, Operations, Android engineer at Cvent:

It's fast! I have a tab open all the time and I don't have to refresh the page, I just glance at it. It provides easily digestible information.

Pallavi Valsangkar, Associate Technical Analyst at a tech services company with 100-1000 employees:

Deep dive monitoring: It automatically instruments slow performing code components. It facilitates deep-dive component monitoring through deep on-demand diagnostics. Creation of dashboards and reports: It provides creation of reports by adding standard graph and widgets. It stores all metrics into a database that can be used to drive analytics. Business transaction tracing: It is very good in usability and tool navigation. The navigation is oriented towards business transactions which makes it extreme user friendly. The end user can navigate from business transactions and quickly navigate to the performance issues in those transactions. Simple architecture: Agents and a centralised console.

Charles anil Dsouza, Technical Architect-Product Development at a tech vendor with 1000+ employees:

Business Transaction Tracking HTTP Header values Introspecting slow and error transaction at different tier levels Analytics helps to group business calls based on vendor by using HTTP values

David Slick, SQA Manager at a wholesaler/distributor with 1000+ employees:

The thing I use the most is the ability to tell at a glance that we're in a red state. We have dashboards around our office which let me know what I need to pay attention to. I can dig into the error. It also has high throughput.

SrSoftwareEng544, Sr. Software Engineer, DevOps at a manufacturing company with 100-1000 employees:

There are many things, but in particular I like the real-time monitoring. We get to know when a specific service or specific URL is failing and not performing. We can set certain delivery thresholds, which, if broken, we hear about it immediately.

Danielle Hewitt, Information Technology Director at Ontegrity:

The ability to trace transactions all the way down to find where the software is broken - database, web services, etc., and all the way down, with the trace dumps, to see where our application is broken. When our app passes critical threshold, can quickly go to Transactions and/or Database views and immediately see the code areas causing the issue. Saves so much time in debugging our code and environments.

Brian Wu, DevOps Engineer at a tech services company with 100-1000 employees:

Transactions overview - we can track the slowest ones to see where the problems occur. It's the first place we look for problems.

SrSoftwareEng508, Senior Software Engineer at a retailer with 1-100 employees:

It shows you what's going on, but we had to do custom instrumentation ourselves.

Alfonso Seguro, Linux Systems Administrator, Operations at a real estate/law firm with 100-1000 employees:

It is easy to set up from scratch, as you don't need resources. Also, the response time and PHP are valuable.

Chris McCooey, Vice President of Technology - Media at a media company with 100-1000 employees:

This is an awesome APM, and solves a lot of the problems that were in the interactions between system components and micro services, to see how the system between the backend, middle tier, and front-end works. It provides diverse middle-tier Insights through the entire execution landscape and actionable data. Some give you alerts and logs, but to figure out what to do with that is New Relics strength.

Dan470, Software Engineer at a consultancy with 1000+ employees:

The monitoring and alerts for servers Memory Disk space CPU

Tommy Johnson, Senior Software Systems Engineer - Digital Experience at a comms service provider with 1000+ employees:

The application performance and monitoring. That's the biggest thing for us as we previously just had a hodge-podge. New Relic gives us one view over all our assets. It lets us judge the servers and get a peek at the applications, to figure out if there are any errors.

Timothy Moore, DevOps Engineer at a tech services company with 1000+ employees:

Insights with key transactions and response time, to understand which calls take the longest and where the bottlenecks are.

Shweta Malu, Senior QA Lead/Product Manager at Ontegrity:

We have service in multiple countries, so the monitoring and alerts are valuable features for us. Given that the size of the team is small and we have one infrastructure engineer, it's good that we constantly get alerts if something is going wrong somewhere. You see the spikes. Since we are a small team, one person can set up alerts for three instances, and other instances in UAT, test, and QA environment.

Shravan Papanaidu, DevOps Engineer at a tech services company with 100-1000 employees:

The most valuable features for us are: Application performance index score Error rate Transaction traces

Ollie Brennan, Senior Software Engineer Team Lead at THE ICONIC:

Debugging tools, as we're huge on this. Being able to drill down into what's actually going on with our stack, being able to see the performance issues, where our bottlenecks are. We do continuous deployment and delivery. One of the things that's useful is to be able to detect when we deploy bugs and issues into the live platform – error reports are hugely useful. Throughput, apex, those kinds of things, so we can always see what's going on. The New Relic Browser also gives us the front-end reporting, versus APM on the back-end.

Nick Kewney, Technical Director at a tech services company with 1-100 employees:

I like the integration with PagerDuty, so that helps spread out our on-call schedule. Application performance helps us drill down on the bottlenecks in our applications, to save us a lot of development time.

Director744, Director of Corporate and Software Development at a consultancy with 1-100 employees:

I think the downtime alerts as well as the insight into performance killers from database queries are the most valuable feature for us.

Matt Wilson, CTO at Lab Zero:

Real-time transaction monitoring. Seeing a failure from somewhere in the system that you do not have deep-level access to. Instantly being able to drill down. For various reasons, developers rarely have access to the production environment. So instead of three days of back and forth with approvals to gain access to the system, we have instantaneous insight into these systems. If there was a silver bullet, it tells us in real, actual time where time was spent. We can run it in production on all of our nodes without a performance hit. It doesn't impact the end user.

SoftwareEng189, Software Engineer at a financial services firm with 100-1000 employees:

The way some transactions are recorded, you can dig through and see what's going on with the request, how many times you're making a certain call. That's the biggest part – almost like application profiling.

Developer180, Developer, DevOps Team at a media company with 1000+ employees:

Dashboards let us monitor applications. We can see exactly what the problem is and where we need to go to troubleshoot it to solve the problem. Most of the time it tells us what the problem is. When you see it up in the application you put it exactly where you need it; we can troubleshoot simply by looking.

SoftwareEng075, Software Engineer at a pharma/biotech company with 1-100 employees:

The main APM page with the graphs. We leave that up on our wall and we can tell pretty quickly if something is about to go wrong, or if the response time slows down. Database queries are really helpful as they helps to figure out where the low hanging fruit is in terms of making the site faster on the database site. I use key transactions a lot when I'm tweaking the resources for the site. There are certain transactions that I care about more than the rest. I use the throughput numbers a lot, especially working on workers as opposed to web. If I'm going to add more workers, first I want to know if there will be a bottleneck somewhere.

Chris Sessions, Director of Operations at Trulia:

Ease of installation Ease of use It provides a common platform for Dev and Ops to be able to pinpoint and communicate problems The solution allows us to quickly pinpoint problems There's good integration between all the products in the suite – browser and some of the plugins

Cale Hoopes, Architect Group Manager at a financial services firm with 1000+ employees:

The ability to look at applications directly and be able to dig down to server error details. In APM, we can see error details for things that we never logged before – things that were occurring in our apps that we never knew about. The “a-ha” moment is the first install, and we immediately started to fix things.

DevOpsEng442, DevOps Engineer at Zendesk:

Just to show the response time of the app, and how much time each request spends in the tiers. Database is a tenth of a second, web takes two-tenths, and Ruby takes one-tenth. I can tell you that there are two use cases. One is to look at how we are performing on average over time. So, assuming the systems are healthy and we look at the last month, the average response time is very good at telling us that. Let's say I add capacity, I can see it trend downwards. The other use case is pinpoint key problems happening right now. Uber called and they are saying that their Freshdesk isn’t working. We look in and can see clearly that only the database is taking 27 times longer than it should, and it helps us solve acute broken things. It helps with current broken things and help us understand what is happening on our system overall.

Alper Kokmen, Senior Software Engineer at a tech vendor with 100-1000 employees:

It helps you to define the transaction percentages, average time, and highest throughput. Also, it tells us the transactions that take the most time on average. Those are the high level, most useful features. It also tells us about every single request that comes in and how the system reacts to it. You get to see everything from the dashboard, all these breakdowns per layer of your architecture. Error rate is the second most useful feature – there are alerts tied to that. You get paged when the error rate is above an expected percentage and that has worked very consistently and reliably for us.

Robin Speekenbrink, Managing Director/CEO at a tech services company with 1-100 employees:

Application monitoring. The fact that we can trace a request through all the layers of the application (gateway-app server-database (persistent and caching layers)) and trace all the steps in between, is invaluable to us!

Eric Franckx, Lead Strategy Architect at a recruiting/HR firm with 1000+ employees:

We can, in seconds, discover and point to the component/code that is giving us performance issues without debugging all the code. After some days of using the product, we could optimize the code of multiple critical application used by our customers and, therefore, provide better, more stable services. The ROI was there already after several days. Debugging and finding issues was taking, at a minimum, several days, now we can do it several hours.

APMLead102, Application Performance Monitoring Lead at a energy/utilities company with 1000+ employees:

It's easy to install and to configure. The UI interface and navigation make it easy for a novice user to quickly use the provided relevant performance application data to determine how well their application is performing and to see other areas which may require some further tuning.

Naftali Marcus, CTO and Co-Founder at IT Central Station:

It’s absolutely the ability to get a really specific read of what is taking up time. For example, if a webpage takes two minutes to load it tells you why it’s taking so long. They instrument up from the bottom to the top – every piece of code - they have a very perfect read of what’s being done, and how long it’s taking. And, a super nice way of presenting that.

Chris R, Head of Content and Backend developer at a pharma/biotech company with 1-100 employees:

It helps us profile specific web server endpoints and identify what can be improved.

Richard Hauer, Chief Technology Officer at a comms service provider with 1-100 employees:

The alerting is by far the most valuable feature, closely followed by the way the platform correlates incidents across applications and components. We are able to derive very valuable insights into the performance of the entire stack, and most importantly, we get a view as to which components have the biggest impact on the customer experience.

SeniorSoftwareEng662, Senior Software Engineer at a media company with 1000+ employees:

It provides information on where time is spent overall in server requests. It performs database query time analysis.

J. Pablo Fernández, CEO at Carousel Apps:

At the moment, I think the aspect of their product is the most useful to us: server monitoring. We actually display the status of our servers continually in our dashboard (using https://Screensaver.Ninja) because that's a critical aspect of our operation. This is only true because our most used product is not gaining new features as we are re-writing it from scratch, but while we were developing new features, their performance report on which controllers are taking the longest and which parts of the application are consuming the most resources is incredibly useful.

Fanendra Nath Tripathi, Senior Technical Architect at a tech services company with 1000+ employees:

My organization follows SOA architecture to address the overall complexity. We have broken our system into different services according to complexity and functionality. When we serve a customer, multiple services come into picture. To identify the exact time taken by a service or failure in a service, we had two options: a) Go through the logs and identify the exact issue or time taken by the component (too complex and takes a considerable amount of time). b) Install an application monitoring system that can measure the performance of different services from the customer themselves and, in the case of issues, identify the issue and/or alert (less time required to diagnose the actual issue with visual representation). The second option is much better in all scenarios. The installation for New Relic is butter smooth and hardly took 5 minutes for the first server. It even reduced to less than 2 minutes for additional servers.

Ian Hilsdon, Lead IT Engineer at a retailer with 1-100 employees:

I find the error monitoring of IIS web applications to be extremely useful. Being able to filter errors by URL, server, and period of time has been extremely helpful in quickly isolating and fixing problems. Being able to see a list of slow transactions is also very helpful in identifying the root cause of application performance problems.

SrTechLead1516, Senior Technical Lead: Automation and Performance Testing at a software R&D company with 100-1000 employees:

APM Synthetics Blazemeter integration

Rahul Chaudhary, Senior Software Engineer at a tech services company with 1000+ employees:

Transaction trace under APM. Ajax section under browser

Deep Dive: Room for Improvement

New Relic APM

Guido Schade, Senior Unix Engineer + Managing Dir at a tech services company with 1-100 employees:

Some of the 3rd party plugins could be improved - especially the requirement for java to monitor simple network services is not ideal. Also the pricing / plans may need restructuring as there is a big gap between the free offering and the first paid tier.

Marc Pàmpols, Plone developer. Python programmer. Technical project lead. at a tech services company with 100-1000 employees:

The pricing model. New Relic can be expensive for growing startups. Maybe they should think of some more choices.

Carlos Eduardo , IT Manager at a government with 100-1000 employees:

In the first stage, the area of development, infrastructure and communication portal.

AppDynamics APM

Sid Roy, Vice President - Operations & Client Support at a tech services company with 1-100 employees:

AppDynamics should try to find some measure of support or functionality in an SAP and Peoplesoft environments- however with the introduction of C++ agents- the PeopleSoft realm will be covered shortly. Additional support for next gen mobile platforms also need to be high in the road map prioritizations

Utkarsh Choudhary, Performance Tester/QA at a tech consulting company with 1000+ employees:

It could be integrated with more performance-testing tools for more intensive use.

Jose Lopez, Senior Application Support Specialist - ITIL® at AsianLogic:

Charting is cumbersome; inability to do decimal fraction arithmetic in expressions (for alerts), so everything has to be done in % rather than as natural fractions. Can't get response time by host for an given host group without laboriously setting it up in the chart widget.

WebDevMgr898, .NET Web Development Manager at a music company with 100-1000 employees:

More configurability through the dashboard, for example, being able to ignore transactions without the need to update the config or code.

Chandan, Co-Founder at a software R&D company:

Errors insights have room for improvement especially error analysis part which is somewhat less compared to similar tool Splunk.

InformationSysManager55, Information Systems Manager at a tech services company with 1-100 employees:

Performance/bugs.

Deepak Agrawal, Performance Test Engineer at a tech services company with 1000+ employees:

Additional functionalities and application up time.

Pawan Ramekar, Engineer at a software R&D company with 100-1000 employees:

Doesn't recognized some third party transaction traces.

Chris Bell, Consultant Software Developer at a tech consulting company with 1-100 employees:

Integration with Azure websites as well as Azure cloud services.

Carlos Ortiz de Zevallos Torrents, Security Consultant at a security firm with 100-1000 employees:

Error Tracing, kpi performance differs many with other controls like IPtables or specialized webs, this confuses but is understandable.

AmitBhatia, Technical Lead | Manager,Software Engineering at a aerospace/defense firm with 1000+ employees:

The way we execute it, it takes a bit of time, like every tool. If they can improve that; instead of taking 10 seconds, say it takes 5 seconds or 3 seconds, that would be great. Maybe some more CPU power or something like that could be an area to improve.

David A. Wheeler, Production Operations Systems Admininistrator III at a software R&D company with 1000+ employees:

The product has a pretty diverse metrics browser, but I'd like to see better out-of-the-box visual reporting so that we can roll this up to management. I have no doubt that will be improved in the next release.

Drew Osborne, Senior System Administrator at a tech company with 1000+ employees:

As an administrator, I would love to be able to manage the update of agents from the controller itself. This would allow for enhanced version control, as well as eliminate the need to target various applications and their corresponding servers individually due to their unique configurations. I would also like to see better license management from an auditing standpoint. Knowing how many licenses are being consumed by an application would be a great feature. Being a large organization, it would assist with understanding total cost of ownership, as well as growth predictions on a per-application basis.

Haithem Hmida, Senior Performance Engineer Consultant at a tech company with 100-1000 employees:

Analytics SQL statement monitoring

Tarun Kakkar, QA Expert at a tech services company with 100-1000 employees:

Mobile APP's Performance Monitoring.

Abdullah Aldebas, CEO at Shared Technologies:

Some of our customers see New Relic as a promising product to have, and we would like to deliver it to them. The only way we would be able to do that would be if we had server appliance for clients that we could install in their data centres.

DevOpsLead808, DevOps Lead at a Consumer Goods with 100-1000 employees:

I think that there have been some questionable product enhancements. Over a year ago, New Relic rolled out a new navigation that really disrupted our workflow. It added many more clicks and was surprisingly frustrating. Luckily, that was mostly reverted, but more recently, around six months ago, they redesigned the error reporting page. This is another example of a tool that worked fine, but which is now very hard to use. About six months to a year ago, we invested a lot of time automating a lot of our interactions with New Relic. However, their API couldn't do a lot of things, and even getting a list of errors was impossible without scrubbing every application/server manually and checking health conditions yourself. This seems very basic. While they have made a new API version, we've had difficulty with that as well. Additionally, I'm told that they will deprecate completely the old API, which now means I need to reimplement everything that was working in this new version.

Anuparn Padalia, Technical Account Manager at a tech services company with 1-100 employees:

In the current version of AppDynamics, there is a correlated section, where we can see all servers' performance along with application performance, but network performance is missing. Including network monitoring would provide an end-to-end correlated view of all factors in a single console view.

SrSoftwareEng528, Senior Software Engineer at a financial services firm with 1000+ employees:

AppDynamics should add more features to identify in case if there is some thread waiting for something. We are keenly looking for this feature. We would like to see the traffic on F5 load balancers in the flow map which make the entry points in an application, Currently only custom exit points can be created for non-instrumented nodes. Also if AppDynamics are trying to be only a monitoring tool, then they really need to add lot of stuff to the infrastructure monitoring and heavy correlation features are required to identify the real issues within and outside of business app. We can't blame the code for slowness of the overall application every time, as the network and servers are all equally important. Other tools like HP BSM provide great features to map everything in a service map.

PaulFleming, Chief Technology Officer at a software R&D company with 1-100 employees:

The UI is clumsy and slow. The AppDynamics portal had an Adobe Flash UI, a bit dated for a modern SaaS. It had an old feel to it; unusual for a company with advanced technology. It would often take a while for the portal (controller) to load, making it a little tedious to use at times. I'm not sure why it took so long, maybe it was doing real-time processing of data, which, if so, I'm more forgiving.

Martijn Van Deel, Sr. Hybris Consultant at a tech consulting company with 1000+ employees:

They need to improve the alerting and dashboarding as these are the key features in DevOps.

ITManager063, IT Manager at a software R&D company with 1-100 employees:

I don't have any suggestions for improvements, but we think sometimes it’s too difficult to get more details about a problem. Sometimes it requires too much drilling down to find out about a problem for which we shouldn't need to do so much searching.

BenJones, Director of IT/Operations at a software R&D company with 1-100 employees:

Last year, there were several New Relic outages where alerts were either fired in error or not fired at all. These have been remedied over the last year, but it negatively impacted our trust in using New Relic as our sole source of analysis and alerting. As far as suggested improvements, the Synthetics module could be much more useful if one did not have to learn yet another analytics query language.

SrSoftwareEng345, Senior Software Engineer at a real estate/law firm with 1000+ employees:

It doesn't give us rich process tracing, which is the only complaint I have. It divides our system into four parts, and I would like it to go deeper into the code. However, this can be a challenge because of the way it is configured with us, but they are working on it.

Pallavi Valsangkar, Associate Technical Analyst at a tech services company with 100-1000 employees:

It does not support network monitoring, which should be included.

Charles anil Dsouza, Technical Architect-Product Development at a tech vendor with 1000+ employees:

The primary feature we are looking for is tracking async calls because most of our API are async calls. We cannot view HTTP data. We require a seamless way to upgrade the controller and .NET agents. The plugins available are tedious to use and not robust, e.g. URL monitoring. The application(controller) is very heavy on hardware. This increases our cloud cost. It should be more intuitive and provide better metrics when drilling down in the UI. Instrumenting Async method calls: For example, let's say we have Async Rest API call written in C#.net with this method - public async long Multiply (int x, inty).

Now this call may take 5-15 seconds for REST Response. In AppDynamcis we have an option to instruement a specific method by providing the method definition and its parameters passed and returned values. We can define as variable data collectors to do this, and this is available with the drill down of the call stack. The data collector or variables should show the value which doesn't, and we also tried the diagnostic mode where we can introduce a delay. Though AppDynamics say there are settings to enable tracking of Async calls, but I think it's more inclined and friendly for POJO(Java) calls than POCO(dotnet) calls.

SrITOpsMgr943, Senior IT Operations Manager at a software R&D company with 100-1000 employees:

I can't think of much to improve. We're very used to the way it looks and the traces. It's much better than it used to be, but perhaps the retention on some of the old problem traces would be an improvement. I think they run out after a relatively short amount of time and being able to look back and spot check some of them. If we have a problem today, it would be nice to look at back at the traces by, say, a week or a month even if there wasn't a problem then, so we can compare whether it's relatively slow or it suddenly become slow. But I think the data layout is great as everything you need is at the top and we can able to drill down further and further to individual server,s or into the error rate and individual transactions.

ProblemMgr877, Problem Manager at a financial services firm with 100-1000 employees:

We always talk about, what is the data missing from New Relic? It constantly aggregates data so it’s not a true indication of how our application is doing. It’s not real-time. That was my concern, but after data presented by their CEO at Futurestack, they announced that they recognize the issue and are looking into solving it. For New Relic in general, the mobile site doesn’t have single sign-on for iOS.

Charles anil Dsouza, Technical Architect-Product Development at a tech vendor with 1000+ employees:

HTTP Data Collector for Async calls: In the above example, if we like to see the HTTP data collectors then there is an option to view the HTTP header variables and custom variables. However, there is no way to see the JSON request and Response data in AppDynamics. I can view this in IE or Chrome using developer tools on the client but not within AppDynamics. I'm not sure if this feature is available in EUM which we haven't procured yet. Also, I don't rule out possibility I might have over looked something and missed it, but I really tried to get this working.

Also, the AppDynamics team failed to assist to get this working. Plug-in's tried:(SQL monitoring and URL monitoring)There was a requirement where we wanted to query our database directly and display certain values (integer) in the AppDynamics UI for monitoring, say, a number of active sessions or database locks etc. Though AppDynamics doesn't provide an out of the box solution, the plug-in's available on Git-Hub which are claimed to be stable aren't working either. Ultimately, we succeed in writing custom VBS files which leverages database machine agent service provided by the tool.

SrPrincipal856, Sr. Principal at a financial services firm with 1000+ employees:

The mapping between applications to servers is not very intuitive. Another thing we come across is that our technology just doesn't have reporting to New Relic, but that can be addressed with a plugin/SDK. However, we can't really make the case to put in the investment to have that happen yet. Another thing is that we're micro-service based, and the New Relic interface only gives us views into the top 100 services out of 50,000. Typically when we monitor our system, we use a heat map, and New Relic only provides us the second-level view of that.

Ideally, it would also provide us the first-level view. Eventually, we'd like New Relic to step up to do that. Finally, it should ideally do two things - Isolate the problem right away without the user having to do a lot of analysis. Right now, New Relic provides a lot of data points that require me to go in to understand. It has its own dashboard, and I'd like to be able to bring that/integrate it into our own system (use an API to pull out data).

NoahSmith, Lead Software Architrect at a retailer with 1-100 employees:

I'm into very dense charts, and I think the charts used throughout APM are a little low resolution in terms of time points across the X axis. I'd like more granularity.

Charles anil Dsouza, Technical Architect-Product Development at a tech vendor with 1000+ employees:

With this tool we dump the data to metrics file and manage to integrate. This was very good experience to get our hands around and customize few things which not found in the community of AppDynamics. This also goes with URL monitoring script provided by community in Git-Hub and also Plug-In repositories on the AppDynamics site. This plug-in is a little tedious to configure because of the YAML file, and only supports HTTP 200 is alive i.e ping request to PORT 80. There's no script for login automation. Again we managed to write custom scripts here for logging using VBS. There seems to be a certain disconnect between the AppDynamics development and support teams. Maybe because this is a developer intensive engineering tool and support guys need to understand the framework of .NET or a Java ecosystem and applications that cut across various design architectures. This could be a gap which AppDynamics needs to bridge.

Kyle Bilenki, Lead Developer at a media company with 1000+ employees:

When I look at APM now, it’s very web-centric, but we have certain infrastructure components that are very service-based which take data from one area to another. With APM, it’s a little difficult to fit into that. So, what I’d like to see is the ability for the dashboard to be customized where it can display collection jobs and how they break out one by one. It also needs some web UI tweaks. It’ll be interesting to see where it evolves with the “analytics everywhere” theme and incorporation of all the other items.

SrOpsEng784, Sr. Ops engineer at a tech services company with 100-1000 employees:

Stack traces don’t go far enough. They get to a point, indicate a question mark, and then stop. But New Relic is working on it. Also, one can get lost in the data.

Drew Mercer, DevOps Engineer at Cvent:

I'd like second-by-second monitoring, instead of a five-minute lag time.

Kendrick Martin, Devops Engineer at Cvent:

I'd like a way to pull charts and data into third-party services. If we can pull that data and recreate charts, that would be great. There are also a couple UX/UI inconveniences, as some of the graphs take a sharp drop down because they haven't gotten data yet.

Matthew Mossman, Operations, Android engineer at Cvent:

Slack-integration JIRA integration for ticket creation It needs ways to extract data to other platforms such as mobile. The docs in API and dashboards seem to be a little behind and overly verbose, I don't want to have to jump back and forth.

David Slick, SQA Manager at a wholesaler/distributor with 1000+ employees:

One of my issues was with not getting enough insight into errors, as I can only go back seven days. The data collection on it is not a long enough period of time if I want to see some trends. If someone is having some errors, I can't get historical insight.

SrSoftwareEng544, Sr. Software Engineer, DevOps at a manufacturing company with 100-1000 employees:

Nothing. There's not really anything I don't like about it.

Danielle Hewitt, Information Technology Director at Ontegrity:

In Alert History, while you can see the trending in response time by Request Queuing, .NER CLR and Database, if you had the ability to see which transaction type was the slowest during the timeframe when the critical error occurred by displaying the info within the same "tool tip" hover window which currently gives me the time per request and number of transactions, i.e., if it had the additional correlation information of "StatusCode/403" which you can get from the Events Errors hover. This has the potential of saving a lot of analysis time going back and forth between views.

Brian Wu, DevOps Engineer at a tech services company with 100-1000 employees:

It could be faster, but they're already working on making this.

SrSoftwareEng508, Senior Software Engineer at a retailer with 1-100 employees:

I wish it had more insight into what might be causing a particular slowness issue. It finds the function, but it would be great to have insight into what's slow. More instrumentation. Also, it would be good to compare machine state to machine state (compare versions of UNIX, Ruby, and libraries) and be able to perform auditing of machines.

Alfonso Seguro, Linux Systems Administrator, Operations at a real estate/law firm with 100-1000 employees:

If they added the monitoring to the ops-server side, it would be better.

Chris McCooey, Vice President of Technology - Media at a media company with 100-1000 employees:

One issue is cost.

Dan470, Software Engineer at a consultancy with 1000+ employees:

If we can find a way to communicate the need to use it, we use it, but we want a way to hand it off to our clients easily. There are other solutions out there.

Tommy Johnson, Senior Software Systems Engineer - Digital Experience at a comms service provider with 1000+ employees:

The one thing I really wanted to see was to getting more granular with the data, which may be coming in Insights. Being able to say, “What is the customer funnel? Where are they going to my site? How deep are they going?” At least from the demo it seems like they’re doing this in Insights.

Timothy Moore, DevOps Engineer at a tech services company with 1000+ employees:

More instruments with .NET and asynchronous calls, and New Relic says it’s on the way.

Shweta Malu, Senior QA Lead/Product Manager at Ontegrity:

They’re adding analytics, geo analytics, more mobile app monitoring. They have the data explorer – all those features will really help.

Shravan Papanaidu, DevOps Engineer at a tech services company with 100-1000 employees:

They already have everything we need, so I can't suggest an improvement.

Nick Kewney, Technical Director at a tech services company with 1-100 employees:

Better error reporting Better ability to drill-down into errors

Director744, Director of Corporate and Software Development at a consultancy with 1-100 employees:

They have integrated alert and performance monitoring which they’re rolling out as a beta now. A lot of the features for application monitoring and uptime, and alerts for alerting the appropriate people when something goes wrong are not quite there yet.

Matt Wilson, CTO at Lab Zero:

The new Insight stuff is pretty exciting, so that's interesting to some of our clients. Some way to disable data scrubbing manually would be a big feature.

SoftwareEng189, Software Engineer at a financial services firm with 100-1000 employees:

At times some of the data can be opaque. Some of the aggregates over time tend to become more vague, so you lose resolution. Greater resolution going further back in time would be nice. If I start going back a month or two, the resolution is a lot lower, which is kind of challenging and makes it harder to do in-depth historical analysis.

Developer180, Developer, DevOps Team at a media company with 1000+ employees:

It's really powerful with a lot of features, but some training and documentation from New Relic would be useful.

Chris Sessions, Director of Operations at Trulia:

There are a number of plugins that New Relic makes. It would be nice to be able to instantly integrate that with APM. Right now, they're in their own little area, so it's not as easy to quickly dive into a problem, for example in PHP. It's a little hard to get data on the back end.

Cale Hoopes, Architect Group Manager at a financial services firm with 1000+ employees:

Based on what New Relic is adding to the product, they're adding more real-time graphs and ability to see interactions in real-time. For our business those features could really impact our business.

DevOpsEng442, DevOps Engineer at Zendesk:

I would say that the user interface is maybe a little bit overly complicated. But I don't have any specific way to improve it. I would say that what's not commonly used, that are rarely used, should be less conspicuous and buried behind. Like your iPhone has one or two buttons -- if you need settings you can dig down to that stuff, but you don't want that in your face when you take a call. Similarly, when you are in New Relic there are all these things that I need to sift through mentally. I just want to see how fast the apps are responding.

You can't change that. I want to see the potential for Docker statistics or container statistics. Like if we start running containers, will it be able to track data for a given container. If one container serves one purpose, we need to track how many requests per day, when does the usage peek, how much does it vary week to week. And then that needs to be organized per container. Finally, there's lot of noise on the front page that I don't want to see. If it is customizable then it isn't obvious. Another nuance is that it always shows the wrong throughput for the most recent five minutes, and it's always wrong. The system is wrong for the most recent five minutes. They show wrong data and that changes after the five minutes is up.

Alper Kokmen, Senior Software Engineer at a tech vendor with 100-1000 employees:

For the purposes for which we're using it, it just works. So far I don't have any requests for new features. Currently, it is not the only solution we have for monitoring so there are things that it's missing – for example what Datadog does for us. Timeline series, custom timelines and graphs, and I'm not aware of those features in New Relic.

Robin Speekenbrink, Managing Director/CEO at a tech services company with 1-100 employees:

With the recent introduction of Docker integration we're seeing increased metric collection, but are also missing a few minor metrics and deployment setups.

Eric Franckx, Lead Strategy Architect at a recruiting/HR firm with 1000+ employees:

Labelling and tagging should be more user-friendly. It needs some more features.

APMLead102, Application Performance Monitoring Lead at a energy/utilities company with 1000+ employees:

Ability to set-up maintenance windows, so silent time can be given to monitors for a defined period of time. Alerts tend to show how an entire cluster is performing, and not only that a given node is having an issue. To get around this issue one can use parent-child relationships in the naming of given applications and set the alert conditions at the child levels. For browser, the need to provide an interface which allows us to define a given business transaction, e.g. define all the steps of a given credit submittal. This is somewhat possible using “Funnels” with New Relic Insights.

Naftali Marcus, CTO and Co-Founder at IT Central Station:

It gives you amazing statistics, but doesn’t give you enough information about what to do with the statistics. The sales people need to be on board on this end.

Chris R, Head of Content and Backend developer at a pharma/biotech company with 1-100 employees:

I hope the next release has the ability to retain historical data. A current limitation is comparing a present call with that of the same time the previous day, or previous week. It would be great to identify exactly which hours and days had lower performance than usual.

Richard Hauer, Chief Technology Officer at a comms service provider with 1-100 employees:

I would like some additional fine tuning control around the alerting. I would also like the ability to "store" particular errors or traces for longer than the normal week. We are yet to investigate creating dashboards and building extensions so there's a lot about the platform we still haven't found. The biggest issue is the lack of mobile support from the website. They do have an Android and iPhone app but I have a Windows Phone and it's virtually unusable.

SeniorSoftwareEng662, Senior Software Engineer at a media company with 1000+ employees:

New Relic APM generates weekly performance reports, but they aren't really actionable.

J. Pablo Fernández, CEO at Carousel Apps:

I think their dev packages for server monitoring could handle configuration a bit better. We install upgrades and patches every day and their packages seems to require manual intervention due to the configuration file more often than other packages. Since we use Puppet, it's trivial for us to deal with it, but sometimes we do have to look at the configuration file to figure out whether something really changed or not. To be fair, this hasn't happened in a while, so maybe they improved it already.

Fanendra Nath Tripathi, Senior Technical Architect at a tech services company with 1000+ employees:

It would have been great had it provided thread-dump analysis and a few additional JVM-related stats. For reference, we can check JVisualVM.

Ian Hilsdon, Lead IT Engineer at a retailer with 1-100 employees:

I can't say as I haven't used all of the features.

SrTechLead1516, Senior Technical Lead: Automation and Performance Testing at a software R&D company with 100-1000 employees:

I have logged a bug in their Ping Monitor within Synthetics and I need more improvement in this area.

Rahul Chaudhary, Senior Software Engineer at a tech services company with 1000+ employees:

Instead of picking up a few values under trace, it can provide a list of every hit and their traces while keeping minimal overhead.

Deep Dive: Improvements to My Organization

New Relic APM

Guido Schade, Senior Unix Engineer + Managing Dir at a tech services company with 1-100 employees:

New Relic has changed the way we are dealing with application problems. It's the first place for our administrators to check if we encounter issues. In most cases, New Relic can immediately pinpoint the root cause of the issue, be it application errors, slow transactions, external services, database throughput or high transaction count. New Relic can monitor thresholds and alert if required. We are also using New Relic to help understand performance tests and bottlenecks.

Marc Pàmpols, Plone developer. Python programmer. Technical project lead. at a tech services company with 100-1000 employees:

New Relic helped us in realizing that sometimes our online service wasn't as fast and reliable as we expected it to be. With the help of New Relic tools, our organization was able to detect, track, and fix errors in our website, so we focused our efforts in these areas.

AppDynamics APM

Sid Roy, Vice President - Operations & Client Support at a tech services company with 1-100 employees:

We are a services organization, so we use AppDynamics with our customers. It has allowed us to expand our footprint in the application management business with virtually all of our major accounts. We were able to expand and go into other applications that we weren't in or offering previously. We have a new value proposition for our customers- enhanced visibility, enhanced stability, and we can reduce our costs to them because our cost structure is reduced by using AppDynamics. We have other examples like this as well where AppDynamics has improved the way we function and operate. As of date of this article, our company has in excess of 30,000 AppDynamics agents deployed globally and we are monitoring billions of annual page views for major customers. Furthermore, AppDynamics is a key toolset and drives tremendous value and efficiency in our remote performance management center which supports over 10,000 retail locations on behalf of our retail customers.

Edwin van Voorbergen, Senior Service Manager at a tech services company with 1-100 employees:

It allows the Ops teams to better cooperate with the DEV teams. Essential in a devops culture is that the different role within a devops team use the same metrics and data. NR provides some of this data and input.

Carlos Eduardo , IT Manager at a government with 100-1000 employees:

Identifies bottlenecks in applications, the servers and the network.

WebDevMgr898, .NET Web Development Manager at a music company with 100-1000 employees:

We are now able to quickly identify how our product behaves in production. Before New Relic APM, we would push a build, and try to dig through a plethora of information (event logs, error messages, customer feedback, etc) to find problem spots. Instead, we now publish and can see all the key stats (apdex, response time, error rate, etc.) and quickly drill into what's causing an issue.

Dima Kazavchinsky, NOC Engineer at a financial services firm with 100-1000 employees:

It was the first tool our company used for application level monitoring. It doesn't require much investment or technical expertise to implement, and I would recommend it for SME.

Chandan, Co-Founder at a software R&D company:

We used to get lots of complaints from clients on app slowness. Using New Relic we are able to solve the slowness issues based on traffic and server response metrics.

Utkarsh Choudhary, Performance Tester/QA at a tech consulting company with 1000+ employees:

Now application monitoring has become much easier. Transaction identification and locking it for monitoring is much easier now, with lots of flexibility to change things on the run. AppDynamics can identify and segregate unique transactions based on parameters, URL, data value, etc., which makes things very easy and organized. The tool also has a nice feature for monitoring end-user experience. This provides us with browser-rendering and client-side info (OS, browser, network time, etc.). Getting all this information on a common platform has been of great value and use to us.

Jose Lopez, Senior Application Support Specialist - ITIL® at AsianLogic:

We can evaluate the performance of an application by doing a few clicks and find bottlenecks very easily. Automatic alerts on resource exhaustion for DB connection pools, HTTP app thread pools, discovering unexpected performance difference between identical applications instances. We have become more proactive rather than reactive.

AmitBhatia, Technical Lead | Manager,Software Engineering at a aerospace/defense firm with 1000+ employees:

We have analyzed so many of our APIs and web services. It showed how much data and how many times each and every API and web service is used. We didn't know how much they cost; we are paying thousands of dollars for our web services. If we can save on those costs and enhance the performance, that's priceless.

InformationSysManager55, Information Systems Manager at a tech services company with 1-100 employees:

We can analyse events after the event has occurred. This gives us better visibility to plan resolutions in a timely fashion.

Deepak Agrawal, Performance Test Engineer at a tech services company with 1000+ employees:

New Relic has detailed analysis of various parameters such as Web Server, Database server, Application Server etc. so we were able to provide the client with more productive reports.

Pawan Ramekar, Engineer at a software R&D company with 100-1000 employees:

It helps me to identify root cause on the code level issues.

Chris Bell, Consultant Software Developer at a tech consulting company with 1-100 employees:

Reduced the worry in supporting live websites.

Tess Christenson, Sr Application Ops Engineer at a tech services company with 1000+ employees:

Makes it a lot easier to troubleshoot application issues.

Carlos Ortiz de Zevallos Torrents, Security Consultant at a security firm with 100-1000 employees:

We are able to detect errors in the software.

David A. Wheeler, Production Operations Systems Admininistrator III at a software R&D company with 1000+ employees:

The totality of the product has allowed us to decrease our mean time to resolution when issues are detected. Also, because we've implemented this in our test dev environments, we now use it to measure and quantify performance improvements prior to ever releasing to production.

Drew Osborne, Senior System Administrator at a tech company with 1000+ employees:

With its automatic flow maps, as well as its ability to automatically baseline key metrics out of the box, it allows support individuals to quickly focus in on the exact location of the application problem reducing MTTR. It also has enabled us to be more devops focused, creating stable releases in a faster, more efficient manner.

Haithem Hmida, Senior Performance Engineer Consultant at a tech company with 100-1000 employees:

In a few clicks, we are able to identify the root cause of performance issues, without any prior knowledge of the application structure nor its components. And this was true for both Java and .NET.

Anuparn Padalia, Technical Account Manager at a tech services company with 1-100 employees:

No visibility from application code-level failures: It used to take a lot of effort, but after we implemented this solution, we can easily determine the root cause of issues.

Basil Abbas, Technical Co-Founder at a tech services company with 1-100 employees:

I could spend less time verifying code and check for performance. I created accounts for my devs and integrated this into the KPI's and also the test process. This in turn reduces the amount of money we were spending on our servers. The database performance was something we were able to greatly improve.

Tarun Kakkar, QA Expert at a tech services company with 100-1000 employees:

This product had actually helped us in identifying peak load hours and system response to such situations. Also on Local system if we have upgraded or downgraded any API, this tool has actually given data facts in response time & that is very important.

Abdullah Aldebas, CEO at Shared Technologies:

We are a web development agency, focused on Drupal CMS. As New Relic is already integrated with Drupal, we can get our projects done with best practice and with the best value that we believe in. New Relic provides deep analysis for data and server health so it lets us know of network bottlenecks before we deliver the project to enhance our product. Therefore, we can be sure that we deliver the best value for our customers.

DevOpsLead808, DevOps Lead at a Consumer Goods with 100-1000 employees:

We've been able to automate a lot of our interactions with it. Also, it has the ability to monitor random URLs not tied to the one pinger per application (though it costs extra).

SrSoftwareEng528, Senior Software Engineer at a financial services firm with 1000+ employees:

We are still in the POC phase and are trying to implement it by adopting some of the best practices. I am sure if and when it is fully implemented, developers will love this tool as their life will be easier.

PaulFleming, Chief Technology Officer at a software R&D company with 1-100 employees:

AppDynamics has become the go-to tool for issue identification. The DevOps team was able to take more ownership for defect detection to improve discovery time and reduce risk of issues becoming known to end users. It also reduced the involvement of third-line support in issue detection.

Pallavi Valsangkar, Associate Technical Analyst at a tech services company with 100-1000 employees:

It helps client in finding the detailed errors and exactly which user is facing the same.

Charles anil Dsouza, Technical Architect-Product Development at a tech vendor with 1000+ employees:

Finds the bugs in dev and test environments before they escape into staging/prod Helps to pinpoint where the issue is by application tier Identify performance bottlenecks Group business calls (API) by vendor The above key points mentioned have helped the DevOps team work more effectively and reduce the turnaround time between releases Reduced the debug time

Martijn Van Deel, Sr. Hybris Consultant at a tech consulting company with 1000+ employees:

With the help of New Relic APM, we managed to deliver an online B2B application with average response times below two seconds, where with v6, the average response times was about 30 seconds.

ITManager063, IT Manager at a software R&D company with 1-100 employees:

It gives us enough knowledge to know where to improve things on the database side, or to make improvements in the application logic.

BenJones, Director of IT/Operations at a software R&D company with 1-100 employees:

Early in our app lifecycle we would receive random reports of slow response times from users. Of course, they were never reproducible in our QA environments nor did our OS-specific monitoring tools show any problems. Implementing the APM with our app servers gave us visibility into what our Java code and JVMs were doing at the time users had problems. This allowed us to zero in on infrastructure and code issues as well as implement monitoring cases specific to our app.

Frank Dzedzy, DevOps Architect at a software R&D company with 100-1000 employees:

In the past, we had to look at server metrics such as CPU and the number of connections. With APM, we can see much more about what it's doing. It's helped with a lot of troubleshooting of performance issues. It's also helped with code problems, where we deploy something and it's performing slowly. It helps us see the problem in the web app, database, rendering, etc.

SrSoftwareEng345, Senior Software Engineer at a real estate/law firm with 1000+ employees:

We can monitor response times, volume, and Apdex. Our alerting is based on Apdex. It's a great sanity check. It's helped us to find problems early and to make sure that what we're doing is working. I'm on a small team and have an interaction with the Ops teams only when a negative happens, but I've used it a couple of times to pass problems from my plate to someone else's as I've proved it's not my problem.

SrITOpsMgr943, Senior IT Operations Manager at a software R&D company with 100-1000 employees:

It helps us troubleshoot issues quicker, and when we're using it for performance analysis, several items can boil to the top. We can look at what's going on and what's slow and causing problems, instead of looking in general at which queries or operations are causing slowness.

ProblemMgr877, Problem Manager at a financial services firm with 100-1000 employees:

We're able to see how deployments are affecting the application, both good and bad. APM surely shows us the change in behavior. It lets us know how our application is doing. A lot of our information comes from trouble tickets, and we can correlate back to APM to see what's going. It's not so accurate, but it has to do with the data integration, but New Relic has said that it'll give more data points and real-time data.

SrPrincipal856, Sr. Principal at a financial services firm with 1000+ employees:

It comes in as part of the regular process for every application roll-out. We have a standard visibility process for any application that rolls out. It gives us the ability to train our people and provide a more responsive application. We used to have many tools with many different functions, and now APM allows us to consolidate a lot of it.

NoahSmith, Lead Software Architrect at a retailer with 1-100 employees:

We're able to address events immediately. We have very good uptime and customer retention. So it's all about giving them the best customer experience. It gives us a good digest of how the system is behaving and being able to diagnose any issues.

Kyle Bilenki, Lead Developer at a media company with 1000+ employees:

The biggest thing is being able to give our customers a world-class experience. As we're in media, this means things like hockey results, election results, favorite TV shows, etc. We're able to cover all our bases to make sure our customers get what they love.

SrOpsEng784, Sr. Ops engineer at a tech services company with 100-1000 employees:

Before New Relic, dev and ops were separate, and now they've come together more and there's less finger-pointing. There's a clear understanding of where the problems are and so the people responsible can solve the issues. There's more trust between the two groups and people are more willing to work together.

Drew Mercer, DevOps Engineer at Cvent:

The data visualization is easy to read. Better yet, it's easy to show other people the visualizations.

Kendrick Martin, Devops Engineer at Cvent:

It's given us the ability for anyone to know how our customers experience our application.

Matthew Mossman, Operations, Android engineer at Cvent:

We all look at the data, so we are all privy to the data at the same time. Before, we only had siloed views that provided limited data.

David Slick, SQA Manager at a wholesaler/distributor with 1000+ employees:

Mean time to recovery has improved, leading to cost savings and reduced customer dissatisfaction.

SrSoftwareEng544, Sr. Software Engineer, DevOps at a manufacturing company with 100-1000 employees:

It allows us to monitor in our little part of the company, but it plays a role in the larger functioning of the company because we have our hand in so many areas.

Danielle Hewitt, Information Technology Director at Ontegrity:

I can have my developers find bugs and fix them in one-tenth of time they used to take. It enables the stability of our product, and it's allowed me to keep human resources at a minimum so that we have a smaller number of people to do better things.

Brian Wu, DevOps Engineer at a tech services company with 100-1000 employees:

Both developers and operations people can look at the same data, and that’s a great benefit. Operations can monitor, as they’re also in charge of the website, and developers can use it to see code changes.

SrSoftwareEng508, Senior Software Engineer at a retailer with 1-100 employees:

Debugging response time is less Alert notifications and alert summaries

Alfonso Seguro, Linux Systems Administrator, Operations at a real estate/law firm with 100-1000 employees:

From an ops standpoint, we can know and pinpoint what the problem is. We're excited by down-to-the-server performance, as this was missing before.

Chris McCooey, Vice President of Technology - Media at a media company with 100-1000 employees:

The browser functionality gives view activity on the client, JS errors, in the same view as the rest of the APM allows us to solve these things quickly.

Dan470, Software Engineer at a consultancy with 1000+ employees:

We use it at our clients' sites. We own all our dev servers, and then hand them off to our clients. Then, with our micro-services, we have basic analytics. It is super simple to set up.

Tommy Johnson, Senior Software Systems Engineer - Digital Experience at a comms service provider with 1000+ employees:

We can make sure sites are up and running and that they’re performing normally. If we see any spikes we can troubleshoot – if they’re in house or in the cloud. Sometimes we can get to the systems faster because of the insights.

Timothy Moore, DevOps Engineer at a tech services company with 1000+ employees:

Troubleshooting and identifying problems since were a cloud based solution. It captures the issue so we don't have to reproduce the issue, as it saves us that step and from having to RDP into the machine. Helps us identify flaws in the code, ex. A very that was inefficient in the code we identified

Shweta Malu, Senior QA Lead/Product Manager at Ontegrity:

First of all, it tells us loopholes in our system. The whole error-reporting thing lets us identify problems faster so we can take corrective action sooner. We can think about performance of certain code that's been written, so we can take preventative actions.

Shravan Papanaidu, DevOps Engineer at a tech services company with 100-1000 employees:

When an app goes down, we can get insights into the issue with New Relic. It tells us what the problem is. For example, if there is an issue in the code, we see a spike in the error rate in the applications. The load environment lets us stress test our application to find the bottlenecks in the code.

Ollie Brennan, Senior Software Engineer Team Lead at THE ICONIC:

Speed to issue resolution – making sure our stack is healthy. If someone reports an issue we'll always go to New Relic first; that's where it becomes a good product in and of itself. It gives us all the information we need in one place. We have custom insights dashboards – massive screens with all this information aggregated.

Nick Kewney, Technical Director at a tech services company with 1-100 employees:

The real benefits are for end users. They're getting a better experience with our software. It allows us to respond faster to any incidences.

Director744, Director of Corporate and Software Development at a consultancy with 1-100 employees:

I think that we didn't have much insight into which things were causing the biggest performance hits, so it gave us instant feedback on incidents which may have caused users enough pain.

Matt Wilson, CTO at Lab Zero:

Short turn-time to resolution is essential. It's the flashlight to the core of an issue in a production environment that everyone may have missed in development, QA, and implementation. So basically it allows the business to more efficiently spend its money rather than in QA. The faster you can identify these question marks and find answers, the faster we can solve the problem, and the quicker we can solve the problem. We can focus on net new value.

SoftwareEng189, Software Engineer at a financial services firm with 100-1000 employees:

We get greater insight into what our application is doing once it's in production. We can identify issues faster, and being able to identify issues before they become a big problems is an improvement. We use it in load testing to identify inefficient query patterns.

Developer180, Developer, DevOps Team at a media company with 1000+ employees:

If something goes bad, we can resolve it faster and in the proper way, rather than spending a lot of time just trying to understand what's going on. We can see easily what's working and not, so there's less downtime.

SoftwareEng075, Software Engineer at a pharma/biotech company with 1-100 employees:

It saves time and engineering resources in terms of making things faster and diagnoses problems. For us, engineering uses it but no one else even knows what it is. Overall, it improves the experience of the customers and site users.

Chris Sessions, Director of Operations at Trulia:

Being able to quickly figure out the root causes of issues. It also makes it very easy to share that information with developers and other people within engineering – we can drill down in parallel.

Cale Hoopes, Architect Group Manager at a financial services firm with 1000+ employees:

We work in a small team in a startup with a lot of customers. From a customer to a software engineer was a one-step process, so tickets could come directly to me. I could go directly into New Relic to investigate what the customer was reporting and verify what they were saying. We can address those issues much faster with New Relic, which is brilliant. That changed things drastically for us. Previously, we didn't know what was broken. Now, New Relic tells us so we can prioritize what our teams work on. More importantly, it gives us the ammunition to go back to our product development team to convince them of the priority of fixing certain issues, which helps us prioritize our team's activities.

DevOpsEng442, DevOps Engineer at Zendesk:

It just gives us an idea for how fast were running. That cuts down to it -- how fast we're running, and if there is slowness, where it's coming from. It's really fast at telling us.

Alper Kokmen, Senior Software Engineer at a tech vendor with 100-1000 employees:

The best thing is that the team has grown, and a lot of people are developing the code, but you tend to have regressions that are clearly visible in those transaction traces. When there's a deployment, it shows by graphing if a regression has happened, and it allows us to react. Catching regressions in performance is very important, and since we now see the breakdown in every single layer in the application, you know right away if there's something you're not expecting. We can then go and figure out if it's an infrastructure or code issue. It gives you a high level view of all of the requests coming in. Error rates are a good indicator for potential rollbacks for a potential deployment – and usually it's pretty instantaneous. At the end of the day as users, we get what we want.

Robin Speekenbrink, Managing Director/CEO at a tech services company with 1-100 employees:

We can monitor our performance easily using the metrics, Apex, that New Relic have devised. This is a weighted number (0 to 1) which gives us a clear unobtrusive insight into our performance. Therefore, by leveraging the API, we can integrate the current performance metrics of our entire stack into our wall-boards and internal reporting.

Eric Franckx, Lead Strategy Architect at a recruiting/HR firm with 1000+ employees:

We can get a complete and detailed view of each component of our product and focus immediately on performance issues, or give priority to the code/component we want to optimize. Also, with the reporting/alerting and SLA feature we can generate reports to see the average response on days/weeks/months. Lastly, it can help us compare between days, so we can see the impact of a deployment of new code on performance.

APMLead102, Application Performance Monitoring Lead at a energy/utilities company with 1000+ employees:

It provides a single pane for operation teams to look at and get to the root cause of issues. This allows them to take the required corrective actions and to remove some of the blame game. People can only look at their own isolated metrics.

Naftali Marcus, CTO and Co-Founder at IT Central Station:

The website is much more responsive because we are able to quickly pinpoint the worst pages – we can be really targeted with where we put our resources. In a lot of areas, one page takes one minute, the next can be ten, then some take one, some take 30 seconds. You have to decide at what point you want to focus, this allows us to find the pages that are really painful for users, and fix those and make them a lot better.

Chris R, Head of Content and Backend developer at a pharma/biotech company with 1-100 employees:

On a regular basis, we're able to identify incorrectly optimized SQL queries, external machine bottlenecks (i.e. higher throughput than can be handled), and other low performance issues.

Richard Hauer, Chief Technology Officer at a comms service provider with 1-100 employees:

We have both Ops and Tech Leads subscribed to the alerts now. In general the Ops team only responds to "server down" or other infrastructure issues, whereas the Tech Leads will become interested if errors are being thrown or the Apdex scores are affected. They then have the chance to observe the system during an issue, as well as grab stack dumps and thread traces that allow us to quickly identify issues that are hard or impossible to replicate in a test environment.

J. Pablo Fernández, CEO at Carousel Apps:

Very simple, using server monitoring. I saw over a period of time our disk usage increase until some servers went into yellow alert (above 70%). Then we started working on this issue without a rush because we knew we had time, and instead of increasing the size of our servers and thus having extra cost, we managed to find how to reduce our storage footprint to fit within our current servers. Constantly seeing the green status of all my servers makes me sleep well at night.

Fanendra Nath Tripathi, Senior Technical Architect at a tech services company with 1000+ employees:

We found the following benefits after installing New Relic: a) Ability to pin-point the exact module/service creating issues. b) Lightening fast issue identification since there is no need to go through gigabytes of log files and, since we have a number of servers in our cluster, it isn't even feasible to check each and every server. c) Access to web page load-time, size, and error tracking, vital for a e-commerce.

Ian Hilsdon, Lead IT Engineer at a retailer with 1-100 employees:

In one case, a developer had an end-user report a recurring issue with a web application after a new release. I was able to use New Relic to find the error and provide the developer with the exact line of code that was causing the error within minutes of the issues being reported.

SrTechLead1516, Senior Technical Lead: Automation and Performance Testing at a software R&D company with 100-1000 employees:

This tool has really helped us in monitoring our production apps and also to diagnose the errors coming in using APM and synthetics modules.

Rahul Chaudhary, Senior Software Engineer at a tech services company with 1000+ employees:

Helped us pin point the exact piece causing the performance bottleneck by using the transaction trace view.

NEW RELIC APM REVIEW BY A REAL USER

Guido Schade *Verified by IT Central Station*
Senior Unix Engineer + Managing Dir at a tech services company with 1-100 employees

Valuable Features:

We are using the SLA reporting, server monitoring and alerting, however the main and most important feature for Mangocam is the real time application performance and capacity reporting. We are also using plugins for memcached and database monitoring and alerting.

Improvements to My Organization:

New Relic has changed the way we are dealing with application problems. It's the first place for our administrators to check if we encounter issues. In most cases, New Relic can immediately pinpoint the root cause of the issue, be it application errors, slow transactions, external services, database throughput or high transaction count. New Relic can monitor thresholds and alert if required. We are also using New Relic to help understand performance tests and bottlenecks.

WHAT REAL USERS ARE SAYING...

"Most important feature is the real time application performance & capacity reporting - complete product that just works."

"Real-time performance statistics showed that our online service wasn't as fast and reliable as we expected."

Room for Improvement:

Some of the 3rd party plugins could be improved - especially the requirement for java to monitor simple network services is not ideal. Also the pricing / plans may need restructuring as there is a big gap between the free offering and the first paid tier.

Use of Solution:

About three years for Mangocam.com, also at two other companies as IT consultant for the last 4 years.

Deployment Issues:

We have used the PHP and Java monitoring modules as well as the server monitoring service without many problems. There was an initial glitch with the javascript injection on parts of our site, which has been sorted out quickly with the help of the New Relic support.

Stability Issues:

None so far. The service is very mature and very stable.

Scalability Issues:

None so far. However, the amount of servers and services connected is limited.

Customer Service:

We only had to contact the support twice and in both cases the response time and professionalism were exceptional.

Technical Support:

The quality and expertise of the email support was very high, we have no complaints.

Previous Solutions:

We have tried different services in the past, which only offered part of the features, but again New Relic is very different - complete product that just works.

Initial Setup:

Setting up New Relic is very easy and well documented. It's using the standard operating system packaging tools and is straightforward.

WHAT REAL USERS ARE SAYING...

"The reports on SLA metrics and scalability are very useful tool."

"No extra cost to the configuration and there is no daily charge for the product, because it saves analysis time. "

"It provides on-demand profiling, allows for ApDex/error monitoring, and we're able to quickly identify how our product behaves in production."

"We like that in server pools, you can install the agent on one server and that it supports plug-ins (RMQ, Redis etc.)."

Implementation Team:

We implemented it in-house.

ROI:

There is no measurable ROI as we are currently utilising the free plan / option.

NEW RELIC APM REVIEW BY A REAL USER

Marc Pàmpols *Verified by IT Central Station*
Plone developer. Python programmer. Technical project lead. at a tech services company with 100-1000 employees

Valuable Features:

The ability to have real-time performance statistics, as we need to know if the main features of our website are working and responding fast enough for our clients' clicks.

Improvements to My Organization:

New Relic helped us in realizing that sometimes our online service wasn't as fast and reliable as we expected it to be. With the help of New Relic tools, our organization was able to detect, track, and fix errors in our website, so we focused our efforts in these areas.

Room for Improvement:

The pricing model. New Relic can be expensive for growing startups. Maybe they should think of some more choices.

Use of Solution:

I've used it for two years.

Deployment Issues:

Not at all.

Stability Issues:

No, access to the New Relic website and reports was always stable. Monitoring, events and reports are always available and we didn't notice any kind of downtime.

Scalability Issues:

No, our website started with a small number of users and grew to hundreds. New Relic was always working as expected.

Customer Service:

Customer service has always answered our questions very quickly, even on weekends. It seems very effective. 10/10.

Previous Solutions:

We previously tried some hosted solutions using a variety of tools to perform monitoring and reporting tasks. We decided to switch to New Relic for its simplicity on setup and maintenance. We are able to quickly deploy new servers using New Relic in zero time.

Initial Setup:

New Relic offers great tools to integrate your software stack with their tools, and everything worked like a charm.

Implementation Team:

We implemented New Relic ourselves

Cost and Licensing Advice:

Pricing can be dangerous if your product grows a lot. You should start with the free lite option to see if you can find New Relic useful for your application, and then try the Pro version with one or more hosts.

Other Solutions Considered:

No other options evaluated,

Other Advice:

Search in the plugins repository to see if there's already a package for your CMS framework. Install que iOS/Android mobile app to monitor your sites and get alerts.

NEW RELIC APM REVIEW BY A REAL USER

Edwin van Voorbergen *Verified by IT Central Station*
Senior Service Manager at a tech services company with 1-100 employees

Valuable Features:

The application monitoring and Insights functionality. From an Ops perspective the application metrics NR provides opens the hood. I use it often in combination with load and stress tests on UAT environments. The application behavior allows me to discuss the results with the team and focus on possible issues real soon. NR is a very useful tool in a devops and continuous delivery strategy. The reports on SLA metrics and scalability are a very useful tool for service managers.

Improvements to My Organization:

It allows the Ops teams to better cooperate with the DEV teams. Essential in a devops culture is that the different role within a devops team use the same metrics and data. NR provides some of this data and input.

Use of Solution:

For about three years now.

Customer Service:

Customer support is ok. They are easy to reach and you don’t have to wait for answers too long.

Technical Support:

Technical support is ok. They are easy to reach and you don’t have to wait for answers too long.

Initial Setup:

I am not an engineer but one of the pros for use of NR is the ease of implementation. Our engineers find it easy to implement this toolset.

ROI:

This is a hard one. The ROI is not crystal clear but can be found in preventing performance issues in production and a better/shorter troubleshoot possibility when suffering performance- and/or scalability/Availability issues on a production system.

Other Solutions Considered:

We considered AppDynamics. It's is a more mature product in my opinion, but far more expensive.

Other Advice:

Certainly do so. Great product which helps in quality and performance assurance of your webapps. Also helps in troubleshooting issues and brings Ops and Dev closer.

NEW RELIC APM REVIEW BY A REAL USER

Carlos Eduardo *Verified by IT Central Station*
IT Manager at a government with 100-1000 employees

Valuable Features:

Insights.

Improvements to My Organization:

Identifies bottlenecks in applications, the servers and the network.

Room for Improvement:

In the first stage, the area of development, infrastructure and communication portal.

Use of Solution:

1 year.

Deployment Issues:

No issues.

Stability Issues:

No issues.

Scalability Issues:

No issues.

Customer Service:

8/10.

Technical Support:

8/10.

Previous Solutions:

Yes, we switched because of the price.

Initial Setup:

Very simple setup.

Implementation Team:

In-house.

ROI:

Immediately.

Cost and Licensing Advice:

We don´t have any extra cost to the configuration and there is no daily charge for the product, because it saves analysis time.

Other Solutions Considered:

Yes. Compuware, CA monitoring products and Riverbed APM (old Opnet solution).

Other Advice:

I believe that New Relic meets 90% of cases. So if you have low budget and little time to implement , this would be the best choice.

APPDYNAMICS APM REVIEW BY A REAL USER

Sid Roy *Verified by IT Central Station*
Vice President - Operations & Client Support at a tech services company with 1-100 employees

Valuable Features:

Ease of deployment- it's easy to install and use. This is key for us. Even as the product portfolio has expanded to include additional- AD has done a great job of ensuring that the deployment process is straightforward and usually up and running in minutes. Even the upgrade process has been made a very low touch and the simple process makes it easy to keep your deployment up to date with the latest releases.

Low infrastructure overhead and footprint, which go hand in hand. Low invasive processes for care and feeding of the solution in extremely large scale environments.. Despite dozens of deployments across hundreds of applications- we have yet to see a case where AD is negatively impacting application execution or functionality.

Features- in terms of diagnostics it's very good and very extensible. AD has clearly contemplated the multitude of monitoring workflows and features needed to sustain enterprise application performance across all major tech platforms and architectures.

Extremely reliable and resilient agent based technology.

Extensibility - the solution has been designed to account for rapidly changing application architectures. A strong example is the mobile and browser related capabilities AppDynamics has brought to market. With near out of the box functionality for iOS and Android- AppD also provides support for single page applications and additional advanced JS type deployments models

Integrated view of database system performance and execution- AppD has crafted a powerful single pane of glass view

Breadth and depth of portfolio with ever expanding capabilities including synthetics, log management and analytics capabilities

Improvements to My Organization:

We are a services organization, so we use AppDynamics with our customers. It has allowed us to expand our footprint in the application management business with virtually all of our major accounts. We were able to expand and go into other applications that we weren't in or offering previously. We have a new value proposition for our customers- enhanced visibility, enhanced stability, and we can reduce our costs to them because our cost structure is reduced by using AppDynamics. We have other examples like this as well where AppDynamics has improved the way we function and operate. As of date of this article, our company has in excess of 30,000 AppDynamics agents deployed globally and we are monitoring billions of annual page views for major customers.

WHAT REAL USERS ARE SAYING...

"We've had experience using dynaTrace, CA & Gomez but AppDynamics excels in terms of implementation, footprint & overhead."

"We can monitor end-user experience, which gives us browser-rendering and client-side info (OS, browser, network time, etc.)."

"I chose AppDynamics for the Application Flow Map, Dashboards, Transaction Scorecards & Other Vaulable Features"

"We used it to analyze our APIs and web services. "

"The Databases module allows our developers to view the SQL nodes and quickly rule in/out hardware issues."

"It auto-baselines the application that you instrument with it."

Furthermore, AppDynamics is a key toolset and drives tremendous value and efficiency in our remote performance management center which supports over 10,000 retail locations on behalf of our retail customers.

Room for Improvement:

AppDynamics should try to find some measure of support or functionality in an SAP and Peoplesoft environments- however with the introduction of C++ agents- the PeopleSoft realm will be covered shortly. Additional support for next gen mobile platforms also need to be high in the road map prioritizations

Use of Solution:

Around 30 months

Deployment Issues:

We didn't have any issues with deployment. It's really easy to instal and use. The agents are seriously resilient and with over 2 dozen deployments and thousands of agents deployed- AppDynamics has never impacted an application environment.

Stability Issues:

We didn't have any issues with stability. Highly stable with extremely light impact- negligible.

Scalability Issues:

We didn't have any issues with scalability. Unbelievably scalable - we selected this solution for its ability to aggregate thousands and thousand of end point monitoring.

Customer Service:

AppDynamics redefines customer services, especially in post sales support- maybe one of the most responsive service desk teams in the industry.

Technical Support:

They have done a superb job of getting some obscenely bright software people with a passion for customer services and unleashed them in the market. Some of the finest technical support in the industry.

Previous Solutions:

We previously used AppSight by BMC software. The problems we had were problems with deployments, stability, visibility and wide support of jvms. Stability was the largest problem. Our technical architects and engineers who are part of my delivery team have used every major application and server monitoring technologies.

Initial Setup:

Extremely straightforward- we can have an enterprise deployment with several dozen end points being monitored in less than 3 hours.

Implementation Team:

Our first few implementations we did ourselves and then for our first major customer implementation we got AppDynamics to assist. We currently support all of our internal and external deployments.

Other Solutions Considered:

We're regularly looking at various options. Even before we made the decision to standardize on AppDynamics, we already had experience with VMC Appsight. We also had experience using dynaTrace, CA and Gomez at some of our customer's environments. We also heard our customers talking about their experiences with these other products.

Other Advice:

Basically, you can't over-speak importance of deployment, configuration and infrastructure footprint because what happens is that people get excited when they see the output of various products (such as dynaTrace or CA Wiley). They say, "wow, it's very powerful, we've never had visibility, we're going to implement at all costs." Then they buy the solution and they realize they need 5X the amount of servers, a lot of storage, experts to manage it, etc.

APPDYNAMICS APM REVIEW BY A REAL USER

Utkarsh Choudhary *Verified by IT Central Station*
Performance Tester/QA at a tech consulting company with 1000+ employees

Valuable Features:

It provides great tools for monitoring and managing all the different environments of Dev, QA, and Prod with different needs but from a common interface.

It's very light and monitoring overhead is minimal.

And because it's also a SaaS-based application, it can be accessed by all team members from anywhere at any time.

Improvements to My Organization:

Now application monitoring has become much easier.

Transaction identification and locking it for monitoring is much easier now, with lots of flexibility to change things on the run.

AppDynamics can identify and segregate unique transactions based on parameters, URL, data value, etc., which makes things very easy and organized.

The tool also has a nice feature for monitoring end-user experience. This provides us with browser-rendering and client-side info (OS, browser, network time, etc.). Getting all this information on a common platform has been of great value and use to us.

Room for Improvement:

It could be integrated with more performance-testing tools for more intensive use.

Use of Solution:

6 months +

Deployment Issues:

There is nothing very complex in the deployment, but we may face some connectivity and configuring issues. However, it all depends on the environment in which we install the tool (security policy, certificates required, etc). But all the issues have been one-time occurrences, and maintaining and upgrading it is quite simple once the certificates and the network requirements were identified.

Stability Issues:

No

Scalability Issues:

No

Customer Service:

The customer service is quite good and prompt.

Technical Support:

9

Initial Setup:

The initial setup is very simple and not complex. It is quite straightforward, but we faced some initial issues with certificates, network, and firewall. The support team, however, is always available for setup and troubleshooting.

But for small and simple environments, it's quite simple. Just 3-4 steps.

Cost and Licensing Advice:

This solution is worth the price, which is based on the number of servers you want to monitor. So if you want a good and complete monitoring solution, the cost is worth it.

Other Solutions Considered:

Site Scope, Introscope, CEM and a few more. But AppDynamics met our dynamic and varied requirements.

APPDYNAMICS APM REVIEW BY A REAL USER

Jose Lopez *Verified by IT Central Station*
Senior Application Support Specialist - ITIL® at AsianLogic

Valuable Features:

Application Flow Map, Operational Dashboards, Transaction Scorecards, Exception details (stacktrace, sql queries, etc), it provides all the information required to engage the issue, Metric browser, Information Points, Correlation Analysis.

Improvements to My Organization:

We can evaluate the performance of an application by doing a few clicks and find bottlenecks very easily. Automatic alerts on resource exhaustion for DB connection pools, HTTP app thread pools, discovering unexpected performance difference between identical applications instances. We have become more proactive rather than reactive.

Room for Improvement:

Charting is cumbersome; inability to do decimal fraction arithmetic in expressions (for alerts), so everything has to be done in % rather than as natural fractions. Can’t get response time by host for an given host group without laboriously setting it up in the chart widget.

Use of Solution:

For seven months. We started with the controller hosted at AppDynamics servers, then we put the controller in an in-house virtualized environment and finally in a physical server in-house.

Deployment Issues:

I didn't encounter any issues with deployment, stability or scalability.

Customer Service:

It’s good, they have really fast response times.

Technical Support:

Excellent in terms of commitment, response times and technical knowledge.

Previous Solutions:

We haven't used any other solutions in past, this is the first APM solution we use for our Java based applications.

Initial Setup:

It was pretty much straightforward, we didn’t face any big problems when setting up AppDynamics.

Implementation Team:

We implemented through an In-house team.

Other Solutions Considered:

Yes, I evaluated OPNET as well.

Other Advice:

Scale the product properly within your system’s architecture to get better results in order to analyze your app's performance properly.

APPDYNAMICS APM REVIEW BY A REAL USER

AmitBhatia *Verified by IT Central Station*
Technical Lead | Manager,Software Engineering at a aerospace/defense firm with 1000+ employees

Valuable Features:

I think the performance and interface are the most important features.

Improvements to My Organization:

We have analyzed so many of our APIs and web services. It showed how much data and how many times each and every API and web service is used. We didn't know how much they cost; we are paying thousands of dollars for our web services. If we can save on those costs and enhance the performance, that's priceless.

Room for Improvement:

The way we execute it, it takes a bit of time, like every tool. If they can improve that; instead of taking 10 seconds, say it takes 5 seconds or 3 seconds, that would be great. Maybe some more CPU power or something like that could be an area to improve.

Stability Issues:

It's pretty stable; there has been no down time, and it does not hang.

Scalability Issues:

It scales very well for our needs.

Technical Support:

The support is awesome, so whenever we get something, we call them. We get 24-hour support, which is great.

Initial Setup:

Initial setup was straightforward; that's awesome.

Other Solutions Considered:

We looked at many other products at a few conferences. We saw a couple of more products and then we came back to AppDynamics; we are working with them for the last two years.

We decided to go with AppDynamics based first of all on performance, features, and the benefits we would get; whether the product was being offered per instance, per developer or for the whole team. The price, is it per instance or per year? We decided, based on all of these, that we should go for AppDynamics.

Other Advice:

Go through the features it has; it has many of them. If you just buy it and use it for small things, it's not worth it. It has many features and capabilities; it is capable of doing many things. Go through the features in detail, or even go through training to get an idea of what it can do. It's a big product.

New Relic APM and AppDynamics APM Alternatives

VENDOR (BY RANKING)	SOLUTION	
New Relic	New Relic APM	Rating: 8.6 (67 reviews)
CA Technologies	CA APM	Rating: 8.2 (52 reviews)
ITRS	ITRS Geneos	Rating: 8.06 (34 reviews)
Dynatrace	Dynatrace	Rating: 8.4 (15 reviews)
AppDynamics	AppDynamics APM	Rating: 8.42 (12 reviews)
Dell	Dell Foglight	Rating: 8.0 (15 reviews)
LogicMonitor	LogicMonitor	Rating: 8.34 (19 reviews)
Riverbed	Riverbed SteelCenter Aternity	Rating: 8.8 (15 reviews)
Hewlett Packard Enterprise	HPE AppPulse Suite	Rating: 8.46 (11 reviews)
BMC	BMC TrueSight Operations Management	
SecurActive	SecurActive Performance Vision	Rating: 9.14 (9 reviews)
Hewlett Packard Enterprise	HPE SiteScope	Rating: 8.34 (7 reviews)
Avada Software	Avada Software Infrared360	Rating: 8.0 (2 reviews)
Riverbed	Riverbed SteelCentral AppInternals	Rating: 8.72 (7 reviews)
Riverbed	Riverbed SteelCentral AppResponse	Rating: 8.66 (3 reviews)
AppNeta	AppNeta	Rating: 8.34 (6 reviews)
eg Innovations	eG Enterprise	Rating: 8.0 (3 reviews)
Nastel Technologies	Nastel AutoPilot	(1 review)
Nudge	Nudge APM	Rating: 8.76 (4 reviews)
Ruxit	Ruxit	Rating: 9.26 (4 reviews)

To read more reviews about Application Performance Management (APM), please visit:
http://www.itcentralstation.com/products/comparisons/new-relic-apm_vs_appdynamics-apm

	SOASTA	SOASTA mPulse	Rating: 6.66 (4 reviews)
	Catchpoint	Catchpoint	
	New Relic	New Relic Browser	Rating: 8.34 (3 reviews)
	SolarWinds	SolarWinds TraceView	Rating: 8.5 (2 reviews)
	ManageEngine	ManageEngine Applications Manager	Rating: 8.0 (2 reviews)
	Precise Software	Precise APM	
	SolarWinds	SolarWinds Server and Application Monitor	Rating: 8.0 (2 reviews)
	Stackify	Stackify	Rating: 9.0 (2 reviews)
	Aurea	Actional	
	BMC	BMC Appsight	Rating: 5.0 (1 review)
	BMC	BMC End User Experience Management	
	CA Technologies	CA App Synthetic Monitor	Rating: 6.0 (1 review)
	CA Technologies	CA Application Delivery Analysis	
	CA Technologies	CA CEM	Rating: 6.0 (1 review)
	Correlsense	Correlsense SharePath	Rating: 8.0 (1 review)
	Germain Software	Germain	Rating: 9.0 (1 review)
	Hewlett Packard Enterprise	HPE Business Process Monitor	
	Hewlett Packard Enterprise	HPE Diagnostics	Rating: 8.0 (1 review)
	Hewlett Packard Enterprise	HPE Real User Monitor	Rating: 6.0 (1 review)
	INETCO	INETCO Insight	
	Velocimetrics	Velocimetrics	(1 review)
	AppDynamics	AppDynamics Browser Real-User Monitoring	

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http://www.itcentralstation.com/products/comparisons/new-relic-apm_vs_appdynamics-apm

AppDynamics	AppDynamics Database Monitoring
ScienceLogic	AppFirst
Apteligent	Apteligent
Microsoft	BlueStripe
BMC	BMC Middleware Management
BMC	BMC TrueSight Pulse
Cavisson	Cavisson NetDiagnostics
Cedexis	Cedexis Impact
Compuware	Compuware Strobe
Dotcom-Monitor	Dotcom-Monitor UserView Monitoring
DRIVEN	DRIVEN APM
Hewlett Packard Enterprise	HPE TransactionVision
IBM	IBM Application Performance Management
IBM	IBM Tivoli Composite Application Manager
InfoVista	InfoVista 5View NetFlow
iTrinegy	iTrinegy AppQoS
JenniferSoft	JenniferSoft
Knoa	Knoa EPM
LiveAction	LiveAction
Mackerel	Mackerel
Netuitive	Netuitive
New Relic	New Relic Synthetics

	Oracle	Oracle Real User Experience Insight
	Plumbr	Plumbr
	Savision	Savision Live Maps
	Savvius	Savvius OmniPeek
	Savvius	Savvius Omnipliance
	Sematext	Sematext SPM Performance Monitoring
	ASG	TeVista
	TwinPrimeLabs	Twin Prime

Top Application Performance Management (APM) Vendors

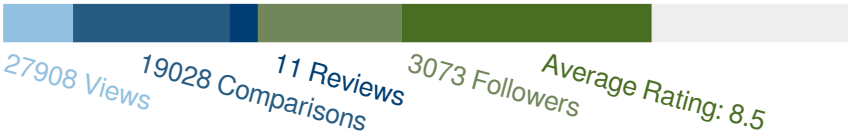
Over 176,384 professionals have used IT Central Station research on enterprise tech. Here are the top Application Performance Management (APM) vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

1. New Relic APM

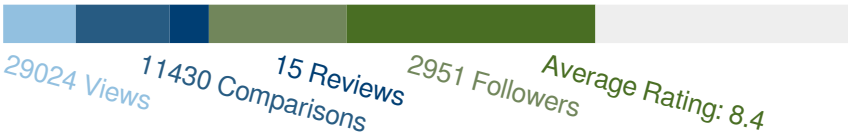
2. CA APM

3. AppDynamics APM

4. HPE AppPulse Suite



5. Dynatrace



6. SecurActive Performance Vision

To read more reviews about Application Performance Management (APM), please visit:
http://www.itcentralstation.com/products/comparisons/new-relic-apm_vs_appdynamics-apm

7. AppNeta

8. ITRS Geneos

9. Dell Foglight

10. Riverbed SteelCentral AppResponse

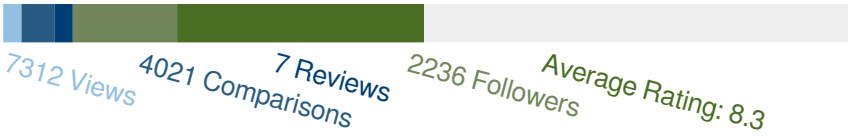
12. Stackify

13. Avada Software Infrared360

14. Ruxit

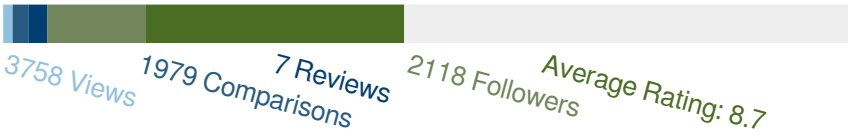
To read more reviews about Application Performance Management (APM), please visit:
http://www.itcentralstation.com/products/comparisons/new-relic-apm_vs_appdynamics-apm

15. HPE SiteScope

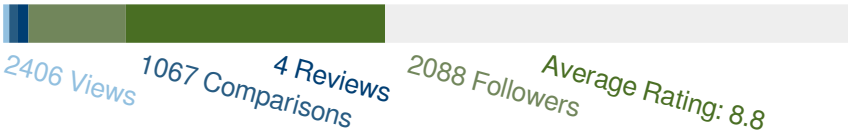


16. LogicMonitor

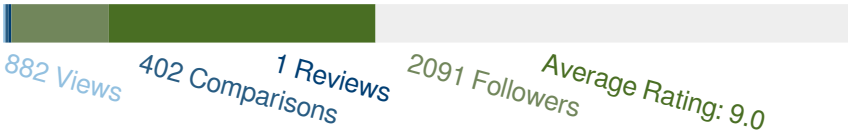
17. Riverbed SteelCentral AppInternals



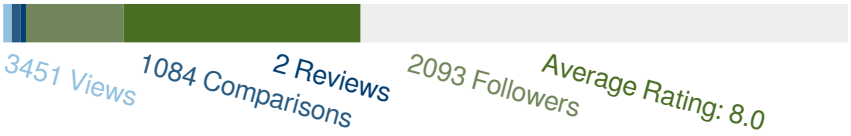
18. Nudge APM



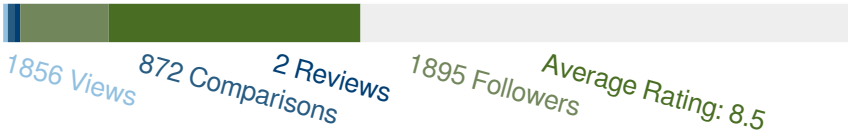
19. Germain



20. eG Enterprise



21. SolarWinds TraceView



22. Correlsense SharePath

1470 Views 628 Comparisons 1 Reviews 2099 Followers Average Rating: 8.0

23. New Relic Browser

925 Views 563 Comparisons 3 Reviews 728 Followers Average Rating: 8.3

24. SolarWinds Server and Application Monitor

1492 Views 1066 Comparisons 2 Reviews 851 Followers Average Rating: 8.0

25. CA CEM

1149 Views 751 Comparisons 1 Reviews 2111 Followers Average Rating: 6.0

26. HPE Real User Monitor

945 Views 515 Comparisons 1 Reviews 2104 Followers Average Rating: 6.0

27. ManageEngine Applications Manager

1175 Views 799 Comparisons 2 Reviews 654 Followers Average Rating: 8.0

28. BMC Appsight

1509 Views 665 Comparisons 1 Reviews 2092 Followers Average Rating: 5.0

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29. SOASTA mPulse

966 Views 614 Comparisons 4 Reviews 566 Followers Average Rating: 6.7

30. CA App Synthetic Monitor

252 Views 136 Comparisons 1 Reviews 440 Followers Average Rating: 6.0

31. Catchpoint

6053 Views 3287 Comparisons 0 Reviews 2953 Followers Average Rating: 0.0

32. BMC TrueSight Operations Management

10820 Views 3823 Comparisons 0 Reviews 2431 Followers Average Rating: 0.0

33. AppFirst

1251 Views 807 Comparisons 0 Reviews 3067 Followers Average Rating: 0.0

34. HPE Diagnostics

4346 Views 2572 Comparisons 0 Reviews 2161 Followers Average Rating: 0.0

35. IBM Tivoli Composite Application Manager

2590 Views 2149 Comparisons 0 Reviews 2109 Followers Average Rating: 0.0

36. LiveAction

1352 Views 784 Comparisons 0 Reviews 2409 Followers Average Rating: 0.0

37. Nastel AutoPilot

2240 Views 1121 Comparisons 1 Reviews 2095 Followers Average Rating: 0.0

38. Precise APM

2022 Views 1448 Comparisons 0 Reviews 2097 Followers Average Rating: 0.0

39. INETCO Insight

1715 Views 1000 Comparisons 0 Reviews 2167 Followers Average Rating: 0.0

40. HPE Business Process Monitor

1834 Views 1037 Comparisons 0 Reviews 2154 Followers Average Rating: 0.0

41. Actional

1609 Views 947 Comparisons 0 Reviews 2126 Followers Average Rating: 0.0

42. CA Application Delivery Analysis

1474 Views 774 Comparisons 0 Reviews 2129 Followers Average Rating: 0.0

43. BMC End User Experience Management

1179 Views 726 Comparisons 0 Reviews 2107 Followers Average Rating: 0.0

44. Netuitive

1163 Views 708 Comparisons 0 Reviews 2095 Followers Average Rating: 0.0

45. Oracle Real User Experience Insight

921 Views 569 Comparisons 0 Reviews 2099 Followers Average Rating: 0.0

46. InfoVista 5View NetFlow

1072 Views 580 Comparisons 0 Reviews 2086 Followers Average Rating: 0.0

47. iTrinegy AppQoS

759 Views 541 Comparisons 0 Reviews 2097 Followers Average Rating: 0.0

48. Plumbr

1019 Views 717 Comparisons 0 Reviews 2051 Followers Average Rating: 0.0

49. HPE TransactionVision

748 Views 444 Comparisons 0 Reviews 2096 Followers Average Rating: 0.0

50. Sematext SPM Performance Monitoring

716 Views 482 Comparisons 0 Reviews 2091 Followers Average Rating: 0.0

51. Knoa EPM

641 Views 411 Comparisons 0 Reviews 2089 Followers Average Rating: 0.0

52. BMC Middleware Management

583 Views 361 Comparisons 0 Reviews 2091 Followers Average Rating: 0.0

53. Savision Live Maps

706 Views 344 Comparisons 0 Reviews 2087 Followers Average Rating: 0.0

54. Dotcom-Monitor UserView Monitoring

448 Views 230 Comparisons 0 Reviews 2089 Followers Average Rating: 0.0

55. TeVista

452 Views 231 Comparisons 0 Reviews 2086 Followers Average Rating: 0.0

56. Savvius OmniPeek

848 Views 637 Comparisons 0 Reviews 1910 Followers Average Rating: 0.0

57. Savvius Omnipliance

646 Views 476 Comparisons 0 Reviews 1909 Followers Average Rating: 0.0

58. Twin Prime

447 Views 269 Comparisons 0 Reviews 1628 Followers Average Rating: 0.0

59. Apteligent

1101 Views 782 Comparisons 0 Reviews 1426 Followers Average Rating: 0.0

60. BMC TrueSight Pulse

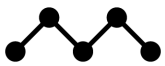
1728 Views 1253 Comparisons 0 Reviews 1199 Followers Average Rating: 0.0

61. BlueStripe

620 Views 466 Comparisons 0 Reviews 1316 Followers Average Rating: 0.0

62. Velocimetrics

748 Views 491 Comparisons 1 Reviews 1235 Followers Average Rating: 0.0



63. Mackerel

858 Views 511 Comparisons 0 Reviews 813 Followers Average Rating: 0.0

64. New Relic Synthetics

1090 Views 695 Comparisons 0 Reviews 731 Followers Average Rating: 0.0

65. Cedexis Impact

236 Views 170 Comparisons 0 Reviews 754 Followers Average Rating: 0.0

66. JenniferSoft

260 Views 196 Comparisons 0 Reviews 651 Followers Average Rating: 0.0

67. AppDynamics Browser Real-User Monitoring

341 Views 290 Comparisons 0 Reviews 569 Followers Average Rating: 0.0

68. AppDynamics Database Monitoring

322 Views 271 Comparisons 0 Reviews 568 Followers Average Rating: 0.0

69. Compuware Strobe

247 Views 184 Comparisons 0 Reviews 421 Followers Average Rating: 0.0

70. IBM Application Performance Management

159 Views 85 Comparisons 0 Reviews 423 Followers Average Rating: 0.0

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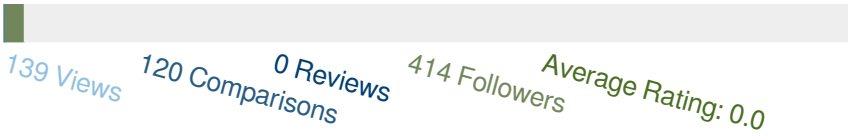
71. DRIVEN APM



72. Cavisson NetDiagnostics

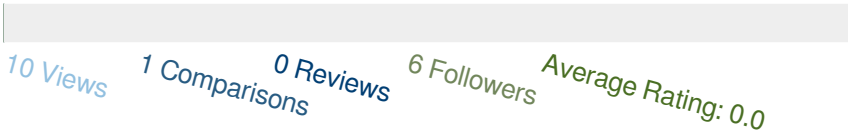


Chart Key

Views: Number of total page views

Comparisons: Number of times compared to another product

Reviews: Total number of reviews on IT Central Station

Followers: Number of followers on IT Central Station

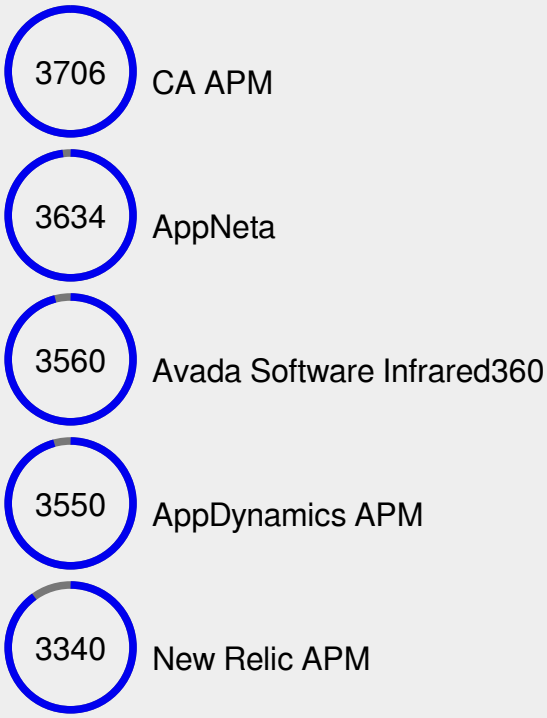
Average Rating: Average rating based on reviews

*The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of that product's Views (weighting factor = 17.5%), Comparisons (17.5%), Reviews (17.5%), Followers (17.5%), and Average Rating (30%). Reviews and ratings that are more than 24 months old, as well as those by resellers, are excluded from the rankings. For each ranking factor, the score (i.e. bar segment length) is calculated as a product of the weighting factor and its position for that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews in its category, then the product's bar length for reviews would be 17.5% (weighting factor) * 80%.*

TOP 5
Based on Views

TOP 5
Based on Views of Comparisons

TOP 5
Based on Followers



TOP 5
Based on Rating

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http://www.itcentralstation.com/category/application-performance-management-apm

There are a number of ways you can participate in the IT Central Station community. Write a review, read a comment, or just follow a product. Either way, we'll be sure to let you know when people are talking about the solutions you care about!

Give to Get

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