



Application Performance Management

A Peek Into What Real Users Think

August 2016

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Riverbed SteelCentral AppResponse	13 - 15
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Vendor Directory

AddDynamics	AppDynamics Database Monitoring	IBM	IBM Tivoli Composite Application Manager
AppDynamics	AppDynamics APM	INETCO	INETCO Insight
AppDynamics	AppDynamics Browser Real-User Monitoring	InfoVista	InfoVista 5View NetFlow
AppFirst	AppFirst	iTrinegy	iTrinegy AppQoS
AppNeta	AppNeta APM for IT	ITRS	ITRS Geneos
AppNeta	AppNeta APM for DevOps	JenniferSoft	JenniferSoft
ASG	TeVista	Knoa	Know EPM
Aternity	Aternity Workforce APM	LiveAction	LiveAction
Aurea	Actional	Logic Monitor	LogicMonitor
Avada Software	Avada Software Infrared360	Mackerel	Mackerel
BMC	BMC TrueSight Operations Management	Microsoft	SCOM
BMC	BMC AppSight	Microsoft	BlueStripe
BMC	BMC End User Experience Management	Nastel Technologies	Nastel AutoPilot
BMC	BMC Middleware Management	Netuitive	Netuitive
BMC	BMC TrueSight Pulse	New Relic	New Relic APM
CA Technologies	CA APM	New Relic	New Relic Browser
CA Technologies	CA Application Delivery Analysis	New Relic	New Relic Synthetics
CA Technologies	CA CEM	Nudge	Nudge APM
Catchpoint	Catchpoint	Oracle	Oracle Real User Experience Insight
Cedexis	Cedexis Impact	Plumbr	Plumbr
CorrelSense	CorrelSense SharePath	Precise Software	Precise APM
Crittercism	Crittercism	Riverbed	Riverbed SteelCentral AppResponse
Dell	Dell Foglight	Riverbed	Riverbed SteelCentral AppInternals
Dotcom-Monitor	Dotcom-Monitor UserView Monitoring	Ruxit	Ruxit
Dynatrace	Dynatrace	Savision	Savision Live Maps
eg Innovations	eG Enterprise	Savvius	Savvius OmniPeek
Fluke Networks	Visual TruView	Savvius	Savvius Omnipliance
Germain Software	Germain	SecurActive	SecurActive Performance Vision
HP Enterprise	HP AppPulse Mobile	Sematext	Sematext SPM Performance Monitoring
HP Enterprise	HP SiteScope	SOASTA	SOASTA mPulse
HP Enterprise	HP Business Process Monitor	Stackify	Stackify
HP Enterprise	HP Diagnostics	TwinPrimeLabs	Twin Prime
HP Enterprise	HP Real User Monitor	Velocimetrics	Velocimetrics
HP Enterprise	HP TransactionVision		

As of May 1

Top Application Performance Management Solutions, Weighted

Over 127,030 professionals have used IT Central Station research on enterprise tech. Here are the top Application Performance Management vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

Chart Key

- **Views**
Number of 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

Bar length

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 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%.

1 New Relic APM



2 CA Technologies AMP



3 Microsoft SCOM



4 Microsoft SCOM



5 Microsoft SCOM



6 New Relic APM



7 CA Technologies AMP



8 Microsoft SCOM



9 Microsoft SCOM



10 Microsoft SCOM



As of May 1

Top 5 Solutions by Ranking Factor

 Views

	SOLUTION	VIEWS
1	CA APM	40,358
2	New Relic APM	32,830
3	AppDynamics APM	27,746
4	Visual TruView	22,877
5	HP AppPulse Mobile	40,358

 Rating

	SOLUTION	REVIEWS
1	Microsoft SCOM	48,047
2	AppDynamics APM	40,586
3	New Relic APM	40,137
4	CA APM	26,695
5	Visual TruView	26,083

 Followers

	SOLUTION	FOLLOWERS
1	Visual TruView	2,995
2	SCOM	2,975
3	Avada Software Infrared360	2,830
4	Riverbed SteelCentral AppResponse	2,727
5	AppFirst	2,713



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.

SAMPLE CUSTOMERS

Dow Jones, Microsoft, Nike, Groupon, NBC, Sony, Fox, Adobe, Best Buy, Walmart, WebMD

TOP COMPARISONS

AP vs. Product 1 ... Compared 8% of the time
AP vs. Product 2 ... Compared 7% of the time
AP vs. Product 3 ... Compared 8% of the time
AP vs. Product 4 ... Compared 7% of the time

REVIEWERS*

Top Industries

Marketing Services Firm ... 10%
Financial Services Firm ... 14%
Software R&D Company ... 9%
Energy/Utilities Company ... 2%

Company Size

1-100 Employees ... 25%
100-1000 Employees ... 25%
1000+ Employees ... 50%

VISITORS READING REVIEWS*

Top Industries

Marketing Services Firm ... 10%
Financial Services Firm ... 14%
Software R&D Company ... 9%
Energy/Utilities Company ... 2%

Company Size

1-100 Employees ... 25%
100-1000 Employees ... 25%
1000+ Employees ... 50%

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



Top Reviews by Topic

VALUABLE FEATURES



Debbie E.

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Joe F.

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IMPROVEMENTS TO MY ORGANIZATION



Rob L.

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Miguel S.

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David J.

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Gurav P.

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 **ROOM FOR IMPROVEMENT**

Philippe G.

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Suzanne L.

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Reena D.

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 **SCALABILITY ISSUES**

Philippe G.

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Suzanne L.

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Reena D.

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Review by a Real User

Verified by IT Central Station



Marc Pàmpols

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 to 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.



Continued from previous page

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 the iOS/Android mobile app to monitor your sites and get alerts.



Riverbed SteelCentral AppResponse

Overview

Riverbed 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.

SAMPLE CUSTOMERS

Dow Jones, Microsoft, Nike, Groupon, NBC, Sony, Fox, Adobe, Best Buy, Walmart, WebMD

TOP COMPARISONS

- Riverbed SteelCentral AppResponse vs. Product 1 ... Compared 8% of the time
- Riverbed SteelCentral AppResponse vs. Product 2 ... Compared 7% of the time
- Riverbed SteelCentral AppResponse vs. Product 3 ... Compared 8% of the time
- Riverbed SteelCentral AppResponse vs. Product 4 ... Compared 7% of the time
- Riverbed SteelCentral AppResponse vs. Product 5 ... Compared 7% of the time

REVIEWERS*

Top Industries

- Marketing Services Firm ... 10%
- Financial Services Firm ... 14%
- Software R&D Company ... 9%
- Energy/Utilities Company ... 2%

Company Size

- 1-100 Employees ... 25%
- 100-1000 Employees ... 25%
- 1000+ Employees ... 50%

VISITORS READING REVIEWS*

Top Industries

- Marketing Services Firm ... 10%
- Financial Services Firm ... 14%
- Software R&D Company ... 9%
- Program Development Consultancy ... 2%

Company Size

- 1-100 Employees ... 25%
- 100-1000 Employees ... 25%
- 1000+ Employees ... 50%

Top Reviews by Topic



VALUABLE FEATURES



Debbie E.

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Joe F.

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IMPROVEMENTS TO MY ORGANIZATION



Rob L.

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Miguel S.

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David J.

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Gurav P.

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ROOM FOR IMPROVEMENT



Lenny O.

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Harold E.

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Wendy K.

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Max M.

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SCALABILITY ISSUES



Philippe G.

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Suzanne L.

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Sponsored

Review by a Real User

Verified by IT Central Station



Balaji Dorairajan

Service Lead at a retailer with 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 to 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. Riverbed SteelCentral 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 the iOS/Android mobile app to monitor your sites and get alerts.

About This Report

This report is comprised of a comprehensive list of enterprise level Application Performance Management 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.

About IT Central Station

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.

IT Central Station helps tech professionals by providing:

- A comprehensive list of enterprise level Application Performance Management vendors
- A sample of real user reviews from tech professionals
- Specific information to help you choose the best vendor for your needs

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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