Top Rated
# Agile Operations Tools

2017

Based on product reviews, crowdsourced rankings, and buyer intent data as of March 1, 2017

IT Central Station
Unbiased reviews from the tech community

IDG Enterprise
An IDG Communications Company

About This Report

Rankings

The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of a product's Buyer intent, Total Number of Reviews on IT Central Station, and Average Rating Based on Reviews. For each ranking factor, the score 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 ranking score for reviews would be 17.5% (weighting factor) * 80% = 14.

Buyer Intent Index
weighting factor = 52.5%

#3 Oracle Database
67.94 Total Points

34.94   7.84 (26 Reviews)   25.15 (8.4 Avg. Rating)

Total Number of Reviews on IT Central Station
weighting factor = 17.5%

Average Rating Based on Reviews
weighting factor = 30%

About Us

IT Central Station
Unbiased reviews from the tech community
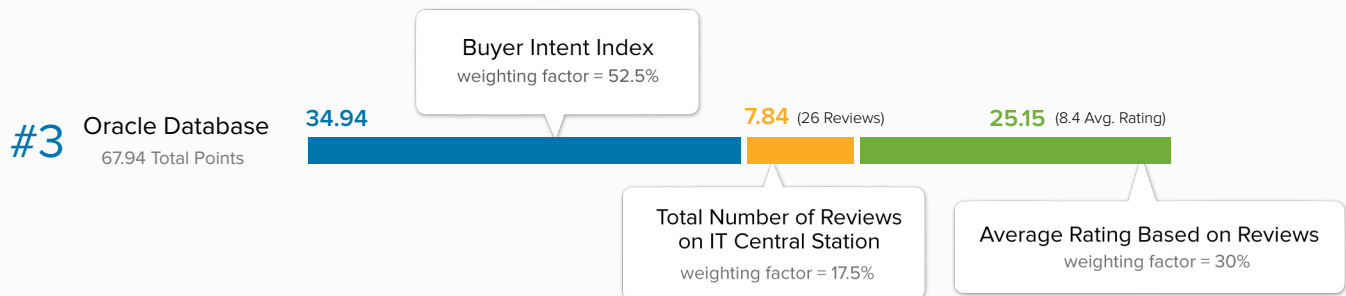
User reviews, candid discussions, and more for enterprise technology professionals.

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. IT Central Station provides technology professionals with a community platform to share information about enterprise solutions.

IT Central Station is committed to offering user-contributed information that is valuable, objective and relevant. We validate all reviewers with a triple authentication process, and 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.

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reports@itcentralstation.com

Top Rated **Application Performance Management Tools**

#1   CA APM
87.05 Total Points

44.99   **17.50** (71 Reviews)   **24.57** (8.2 Avg. Rating)

★★★★½

> In our organization, it was very common to create crisis rooms where we gathered experts from all areas to investigate an application problem, by allegations of users of problems of slowness and errors. After we started using APM in our environment, we managed to reduce the creation of these rooms by 90%.
>
> *- Review Excerpt from a Real User* | See all reviews

#2   AppDynamics APM
86.51 Total Points

44.31   **17.25** (70 Reviews)   **24.94** (8.3 Avg. Rating)

★★★★☆

> 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.
>
> *- Review Excerpt from a Real User* | See all reviews

#3   New Relic APM
78.74 Total Points

39.92   **13.56** (55 Reviews)   **25.28** (8.4 Avg. Rating)

★★★★☆

> 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. 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.
>
> *- Review Excerpt from a Real User* | See all reviews

#4   HPE AppPulse Suite
64.83 Total Points

36.87   **2.96** (12 Reviews)   **25.00** (8.3 Avg. Rating)

#5   Dynatrace
61.76 Total Points

32.86   **3.70** (15 Reviews)   **25.20** (8.4 Avg. Rating)

Real User Reviews of **CA APM**

★★★★☆

" We're Currently Using CA APM To Detect The Kind Of Traffic That Our Customers Are Dealing With.

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VALUABLE FEATURES

What we're currently using CA APM for is to detect the kind of traffic that our customers are dealing with. How do we affect our customers in the way that they access our servers?

With some of the setups that we have on the mobile app, like, is there anything we can do to shorten the time that it takes them to hit and access their account information using the mobile app?

IMPROVEMENTS TO MY ORGANIZATION

We've been able to detect a lot of anomalies, troubleshoot those and fix them. It helps us with where to look. We're able to find the key component that's causing the issue and drill down into it, get into the details, and then fix the issue.

ROOM FOR IMPROVEMENT

I'd like some simpler dashboards; some easier reporting. Everything looks a little too technical. To show our executives, it needs to look a little nicer.

STABILITY ISSUES

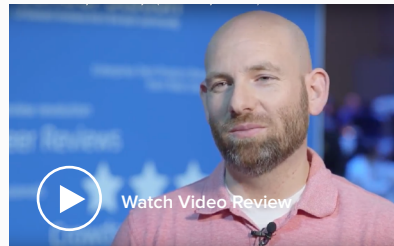I think it's fantastic. Stability is really awesome.

TECHNICAL SUPPORT

I haven't used CA technical support.

OTHER ADVICE

It takes care of our issues.

Let's up that user interface; make it look a little bit better.

It's better than anything else I've ever used out there.

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Ryan C.

Real User ✓

Data Analyst at Frost Bank

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★★★★★

66 You Can Feed Your Own Metrics From External Sources.

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VALUABLE FEATURES

The most valuable features I believe would actually be two things I would go into: The insight it gives into the applications that it's actually applied to, and the flexibility to do many things with those metrics, and also feed your own metrics from external sources.

IMPROVEMENTS TO MY ORGANIZATION

In many organizations I've seen this product working in, Sev1s have been reduced quite a bit. One particular organization, within the first 12 months, reduced their sev1s by 90% just by introducing this product. They had previously been using a competing product, so it really speaks to the value provided by this one that they weren't getting out of the other products they were using.

Suddenly, we were able to evaluate based off how code was being traced. In one incident, it saved us 18 hours in finding the actual problem in the logic for that application once we had a problem.

ROOM FOR IMPROVEMENT

I think as we're all moving forward to automated deployments, it'd be nice to have that out-of-the-box with this product.

Also, scaling it, the data nodes writing automatically would be a very nice feature.

USE OF SOLUTION

I have been using it, through multiple namings, for roughly eight years now.

STABILITY ISSUES

We have had large environments, many millions of metrics feeding in, and never have we had to dedicate a single resource to maintaining it.

Actually coming in once in a while for maintenance, we do have to put some work into it once in a while, but there is nothing to the magnitude of having to have somebody dedicated to it.

SCALIBILITY ISSUES

It is scalable. We can keep adding collectors that store the data, as needed. We haven't had any issues with that so far.

TECHNICAL SUPPORT

Technical support has always been very happy to help us. They offer a community, which is often very helpful, where one can go to find their own answers if they'd like.

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Mike M.

Real User ✓

Principal Analyst at a comms service provider with 1000+ employees

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PREVIOUS SOLUTIONS

We already had a competing solution. We weren't getting the value we needed out of it. We were still having problems. We couldn't find the actual root cause very easily with that solution, so we started evaluating others.

We looked at many others and this seemed to be the best fit for our organization.

Really, the most important criteria when selecting a vendor is value for dollar. As any business, we're looking for values and it's not just, "Is it better?" But, "Is it better enough to be worth the cost?" Or, if it's cheaper, that's also great.

INITIAL SETUP

The initial setup is actually pretty straightforward. The install is very easy. I don't think one would even need a document for it. It's pretty straightforward and the questions it's asking are kind of self-explanatory.

OTHER ADVICE

My rating just reflects some of the features we'd like to see. I don't think I'd ever give anybody a perfect rating. There's always room for improvement, but my rating is definitely higher than any other competing products that I've used, against it.

CM Top Rated **Cloud Monitoring Software**

40.11   **17.50** (58 Reviews)   **23.63** (7.9 Avg. Rating)

#1   CA Unified Infrastructure Management

81.24 Total Points

★★★★⯪

" It gives a good baseline as to how we go about monitoring our clients, as each one is different but can fall into a specific category of infrastructure monitoring. Our organization knows how to get started with each and every client.

- Review Excerpt from a Real User | See all reviews

47.00   **6.94** (23 Reviews)   **26.86** (9.0 Avg. Rating)

#2   SevOne

80.81 Total Points

★★★★⯪

" The most valuable feature for us is its flexibility to handle different systems and different functions. We use it for networking, service systems, PDU's, and anything that's available for SO&P. We had multiple systems when I first got here. We use SevOne to stabilize our system and standardize our operations around it. It's simple enough for me to hire administrative-level employees who can function in a capable manner.

- Review Excerpt from a Real User | See all reviews

34.94   **7.84** (26 Reviews)   **25.15** (8.4 Avg. Rating)

#3   SolarWinds NPM

67.94 Total Points

★★★★⯪

" It gives us an insight on what we need to monitor on our network. We get granulated data on where issues are occurring in regards to traffic latency and bandwidth utilization. Also we can monitor the health and functionality of our nodes on the MPLS.

- Review Excerpt from a Real User | See all reviews

22.99   **4.53** (15 Reviews)   **25.71** (8.6 Avg. Rating)

#4   Opsview Enterprise

53.23 Total Points

19.28   **4.53** (15 Reviews)   **27.60** (9.2 Avg. Rating)

#5   ScienceLogic

51.41 Total Points

Real User Reviews of CA Unified Infrastructure Management

★★★★☆

> ❝ **We Started Off With Standard Infrastructure – Networks, Switches, Routers, Firewalls – But As We've Grown, We've Expanded To The Cloud, Internet Of Things, And Big Data.**

See All Reviews

VALUABLE FEATURES

The most valuable feature for us are the way it brings silo products together that we've invested in over the years, and it allows us to consolidate our views for our customers.

We started off with standard infrastructure – networks, switches, routers, firewalls – but as we've grown, our proposition has been able to expand to the cloud, internet of things, and big data. Although we don't use all of those capabilities from it today, the key thing for us is, we know it's flexible enough to do that.

IMPROVEMENTS TO MY ORGANIZATION

The key things for us are: help bring people together, break down the silo teams, and then be able to see the customers' problem, the pain points, in a single place. It helps us make more-effective decisions and also the response time to fix.

ROOM FOR IMPROVEMENT

I would like to see further consolidation of the tools from a deployment point of view. Make it more modular; drag and drop; being able to have a commercial model that also lends itself well with what we're trying to achieve for our customers. It's not only about features and gimmicks. It's about making sure the features and products align to our customers' outcomes.

USE OF SOLUTION

I have been using UIM for about seven years now.

STABILITY ISSUES

Stability is an interesting one. From a design point of view, if you understand the type of demand you're putting on it and you plan forward, which we've worked to learned to do, it becomes more stable. If you don't know what you're doing and you try to do something with it which it's not really designed for, of course you have performance issues with many products.

So, it's really about knowing what you want to get out of the product and how you want to architect the product to meet your objectives.

SCALIBILITY ISSUES

I would say it is scalable. We use it in a multi-context environment. What I mean by that is, as a service provider, naturally we have customers who scale horizontally. So, for us, we've got a template-driven approach now. With the advent of virtualization and cloud, that's also allowed us to scale out much quicker.

TECHNICAL SUPPORT

Technical support is interesting. Initially, in the UK, we had challenges having to engage the standard process. But, with the advent of the online forums and the communities, that's allowed more open questioning and learning from

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Zafir Y.

Real User ✔

Architect at a comms service provider with 1000+ employees

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others out there and the peers, not necessarily just from our own industry; from areas that are adjacent to our market but are also trying to achieve the same outcome. I think CAhave now created more of a flexible platform to do that.

INITIAL SETUP

I think there are areas where initial setup has become more simpler now, but in the early days, it was really trying to understand what we want out of the product because, without knowing what the requirement was, we were kind of grappling with lots of the features. But then, once we understood what we're trying to deliver and then we worked with CA; I think once we engaged with CA, they did really come through. They came forward and supported us along the journey.

OTHER ADVICE

I think organically we tried putting it in for various products and services. Over time, when we realized that we can harness more out of it, we made a decision to put more energy for our enterprise customers into tools that really give them more value. Rather than trying to invest in too many tools, we decided to actually work on fewer tools; we'll get more out of them.

Without being biased, I feel that the most important criteria when selecting a vendor is about the people and whilst there's always a tradition in an organization when you're working with a vendor, it's really important that you have engagement from all levels of your business, from product marketing, engineering, architecture, as well as from a commercial relationship.

If you have a transactional relationship, you will only get suboptimal results. What we've learned is to broaden the discussion with different areas of our partner-vendor and work with them at different levels to bring the best out. That collaboration is really important. That's, I think, changed a lot over the last few years and we're now starting to get the value out of the relationship.

I'd never give anybody a perfect rating. If you asked me about two years ago, my rating would have been lower. As I've mentioned, the collaboration has definitely improved things.

★★★★☆

> ❝ **We Primarily Chose CA UIM Because We Had A Bunch Of Disparate Systems. We Needed To Pull It Into A Single Tool, And We Needed The Flexibility To Gain Some More Insight Into The End User Experience.**

See All Reviews

VALUABLE FEATURES

The decrease in time to resolution on problems, also a reduction on finger pointing of teams, "It's the network, or it's the application." Things like that, the ability to pinpoint those problems very, very quickly.

We use it to monitor all of our infrastructure, so servers, telecom devices, all our applications, to try and get a true End 2 End experience, and understand the user's experience.

We primarily chose CA UIM because we had a bunch of disparate systems. We had some network monitoring, we had infrastructure monitoring, it was siloed off into our different environments. We needed to pull it into a single tool, and we needed the flexibility to gain some more insight into the end user experience through synthetic transactions.

IMPROVEMENTS TO MY ORGANIZATION

The ability to be able to pull data out of multiple data sources and surface it all into a single tool. Some of the other tools that we had were very limited, with UIM you can scrape virtually any data source. The synthetic transactions were a big deal because we really are having this shift to trying to understand the users' experience from their point of view, being able to dashboard and visualize the products and the information on the alarms that we have. Our previous tools didn't give us much of that capability.

ROOM FOR IMPROVEMENT

Continuing to mature the SNP collector and the network side of the tools they're still not as strong as they need to be. If you're moving from a different product like Spectrum, or something like that, it's a little bit stronger in the networking area, continuing the development of that area.

USE OF SOLUTION

It was to unify things and bring more visibility into the monitoring space. We've really tried to move from being reactive to proactive. With the tools that we had, we had lots of alarms, and lots of things that we could react on, bet we didn't have the ability to start getting proactive, so we needed to be able to do that as well.

STABILITY ISSUES

Stability is very good, we've not really had any major issues at all with it, honestly. In developing a product and moving very quickly with the development, so you're going to have bumps on the road. There are some issues but they're quick to respond to those, they're quick to work through them, so it's okay.

TECHNICAL SUPPORT

We actually have a close relationship with the tech support team, as well as the development team as well, working through issues and problems as they arise. We have a pretty large infrastructure that we monitor, and we get some of the scalability issues or some other issues that they may not have seen and they're very quick to respond. Tech support has been really great.
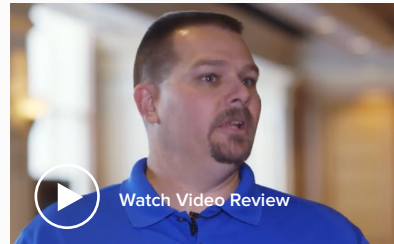
Craig D.

Real User ✔

Manager, End 2 End Monitoring at a manufacturing company with 1000+ employees

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PREVIOUS SOLUTIONS

I don't remember the numbers off the top of my head, but we've reduced our outages by about 15%. We've reduced time to resolution by about 40%. Lower overhead as far as man hours.

INITIAL SETUP

When we initially went through and purchased the product, we started out with a proof of concept and we went in to the proof of concept with the end state of actually turning it into production. We had pre-sales come in and help us work through the problems, getting it all set up and it was very quick to bring online and have collection of data and show value, many times on certain products and certain pieces of products within hours. You've got good data collection, so it was pretty straight forward to set up and configure. We didn't have any issues at all.

OTHER SOLUTIONS CONSIDERED

It's been a couple of years since we bought them, and I don't remember off the top of my head. We had some other ones we looked through, and the tool just really fit the needs.

OTHER ADVICE

The fact that they're still doing a lot of development in the networking space, they're still trying to mature that side of the product to get where it needs to be. That's really the reason, beyond that it's a great product. We really like using the tools, we like all of the things that we've gotten out of the tool set, the ability to visualize, the ability to help our troubleshooting, the in depth analysis for our infrastructure teams and things like that. It's been really great.

Do your research and really compare them side by side, but give CA a chance to put their product against any because it's really one of the best in.

Access all reviews at:

computerworld.itcentralstation.com/categories/network-management-applications

51.97   **17.50** (48 Reviews)   **25.38** (8.5 Avg. Rating)

#1   **CA Spectrum**
94.84 Total Points

★★★★☆

"Using event rules and procedures, we improved our event management process. CA Spectrum is very useful for event handling and offers a robust manager of managers console ... Use this tool as a manager of managers. Event monitoring is a very powerful functionality. If you want to monitor servers, app and databases, use CA UIM probes instead of the CA SystemEDGE agent.

- Review Excerpt from a Real User | See all reviews

16.10   **1.82** (5 Reviews)   **23.40** (7.8 Avg. Rating)

#2   **HPE Network Node Manager**
41.32 Total Points

★★★★☆

"Effectively monitor networks physical and virtual devices. SPI's that provide functional reports and metrics. Integrates with other tools and products to give oversight of networks and systems.

- Review Excerpt from a Real User | See all reviews

13.7   **0.73** (2 Reviews)   **21.00** (7.0 Avg. Rating)

#3   **CA eHealth**
35.42 Total Points

★★★☆☆

"We have a centralized command center that monitors everything and this is the main tool that we are using. We monitor the entire network infrastructure, including our various data centers. From the data centers to the remote locations, we have the WAN links monitored.

- Review Excerpt from a Real User | See all reviews

4.33   **0.36** (1 Review)   **27.00** (9.0 Avg. Rating)

#4   **HPE Network Automation**
31.69 Total Points

3.88   **1.09** (3 Reviews)   **26.00** (8.7 Avg. Rating)

#5   **CA NetMaster Network Managment for TCP/IP**
30.98 Total Points

Real User Reviews of **CA Spectrum**

★★★★⯪

❝ It Has Fault Root-Cause Analysis And Picks Up Things Before End Users Call About Them.

See All Reviews

VALUABLE FEATURES

It's a very mature product. It has a lot of features. It has fault root-cause analysis, so you can see a fault and know that those 10 or 50 additional faults are all related to that one. You don't get 50 messages. You just get one root cause.

IMPROVEMENTS TO MY ORGANIZATION

It's given us a faster response time. It's been able to pick up things before end users call about them. It provides us with a lot of extra information about how the network health is.

In the latest release, they've added 64-bit performance. They've added several enhancements to integrate with other products. It's compatible with other products, and it gives us more information that way.

ROOM FOR IMPROVEMENT

I would like to see more integrations with other products.

STABILITY ISSUES

It's been very stable for us. We don't experience many problems.

SCALIBILITY ISSUES
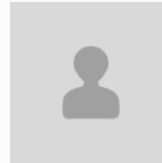
It's very scalable.

TECHNICAL SUPPORT

Support has been doing a good job. There have been no problems or issues.

OTHER ADVICE

Definitely consider Spectrum. It's one of the top solutions for its market space. It's not very hard to set up. It does a good job.

When selecting a vendor, we want something that's been around awhile. It should be a mature stable product.

Michael A.

Real User ✓

Senior System Engineer at Northwell health

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★★★★★

> ❝ **Works Well With Hetrogeneous Networks And There Are Lots of Add-On Products.**

VALUABLE FEATURES

• Works excellent for heterogeneous networks (lots of different vendors)
• Error correlation
• Root-cause analysis
• Service intelligence
• Lots of add-on products for Spectrum, e.g., VMware integration
• Local extensions/developments for special needs, e.g., new vendor xyz

With the object-oriented design of Spectrum, from its very first version, we had very important issues, such as fault isolation and root-cause analysis implemented by default!! Which means that we had through all these years very precise fault indications on where to look for the error and were not over-whelmed by long lists of alarm, which were only effects of the real fault.

So we then concentrated on building a virtual picture of the complete real IT infrastructure inside Spectrum. This includes today a very wide range of devices, which are modelled inside Spectrum and interconnected in the correct hierarchy as in the real environment. And, as the big buzzword today is IoT, this means for us as a service provider to our university users to deal with MoT = Monitoring of Things!!

The "new" things include devices such as coffee machines, fridges, temperature sensors, worktime badge systems, door opening scanners, house automation systems (for light, sun blinds, climate, etc.), smoke and fire detectors, etc. This list increases every year with new "things" popping up on our network radar!

Of course, the real IT devices like routers, switches, firewalls, servers, storage devices, WiFi access points, IP phones, and, importantly, printers, form the base of the big "virtual" Spectrum picture.

And last but not least, Spectrum by design can be expanded in its function by a series of add-ons, such as VMware integration, which reads out automatically the virtual servers in the vCenter and models all VM's inside Spectrum in the corresponding physical servers. Another example of an add-on is the integration of a performance probe with scenarios that run periodically (i.e., log in to a webmail portal, check for the existance of a message xyz, lookup the calendar, etc.) and map those scenarios to objects within Spectrum, which can be handled like devices, so you can put thresholds on them and get alarmed when violated!

IMPROVEMENTS TO MY ORGANIZATION

Thanks to Spectrum, we are able to monitor (and send out alarms for) our whole IT infrastructure 7/24 without having more than a minimal number of technical persons.

ROOM FOR IMPROVEMENT

• Reporting
• Full web-based topology view
• Path view

Fritz B.

Real User ✔

Senior IT Manager at a university with 1000+ employees

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USE OF SOLUTION

I have used it since fall 1990. We're a simple - but extremely long-term customer.

STABILITY ISSUES

I only encountered stability issues in very rare situations; mainly when we used our own extensions for private management modules.

SCALABILITY ISSUES

I have not encountered any scalability issues so far!

TECHNICAL SUPPORT

Technical support is excellent - 9.5 on a scale 0-10 - but this also includes support from the local Spectrum partner here in Switzerland.

PREVIOUS SOLUTIONS

I did not previously use a different solution. At the time (fall 1990), there were only very few products available, where just two or three of them had a graphical visualization.

INITIAL SETUP

Initial setup was completely straightforward, as the product already included a discovery and an auto-connect function.

OTHER ADVICE

Start small and include as much of your IT infrastructure as possible, so that at the end you have a picture of the "big" total.