

Gartner Peer Insights ‘Voice of the Customer’: Application Performance Monitoring

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By Analysts [Peer Contributors](#)

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Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process in an effort to ensure they are authentic.

What Is Application Performance Monitoring?

Gartner defines application performance monitoring (APM) suites as one or more software and/or hardware components that facilitate monitoring to meet three main functional dimensions: (1) digital experience monitoring (DEM), (2) application discovery, tracing and diagnostics (ADTD), and (3) artificial intelligence for IT operations (AIOps) for applications. Gartner continues to include DEM and AIOps for applications as components of our APM suite evaluations, while also evaluating them as separate markets.

What Is Gartner Peer Insights “Voice of the Customer”?

Since October 2015, more than 320,000 reviews across more than 350 markets have been posted to Gartner Peer Insights. The “Voice of the Customer” is a document that synthesizes Gartner Peer Insights’ reviews into insights for IT decision makers. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process, as it focuses on direct peer experiences of implementing and operating a solution. In this document, only vendors with 10 or more eligible published reviews during the specified one-year submission period are included, and these vendors are categorized into four quadrants based on Review Coverage (x-axis) and Overall Market Rating (y-axis). Reviews from end users of companies with less than \$50M in revenue are excluded from this methodology. See the full “Voice of the Customer” methodology [here](#).

In the APM market, Gartner Peer Insights has published 1,831 reviews and ratings in the 12-month period ending 31 July 2020. Figure 1 shows all eligible vendors based on their overall rating, review volume and diversity in industry, company size and deployment region.

Along with historical peer-based perspective represented in this document, Gartner has a related expert-led [Magic Quadrant](#) for the APM market. For related research in this market, please visit the [“Magic Quadrant for Application Performance Monitoring.”](#)

What Is the Gartner Peer Insights Customers’ Choice?

Vendors placed in the upper-right quadrant of the “Voice of the Customer” quadrants are recognized with the Gartner Peer Insights Customers’ Choice distinction. A maximum of 7 vendors can qualify. To qualify for the Customers’ Choice distinction, vendors must have a product that is listed in this market on Gartner Peer Insights, have their overall rating (out of 5 stars) above or equal to the mean rating for that market, and receive 50 or more eligible published customer reviews during the one-year submission period. In addition, customer reviews must be representative of a broad mix of enterprise clients from different industries, company sizes and deployment regions. See more details about the Customers’ Choice distinction [here](#).

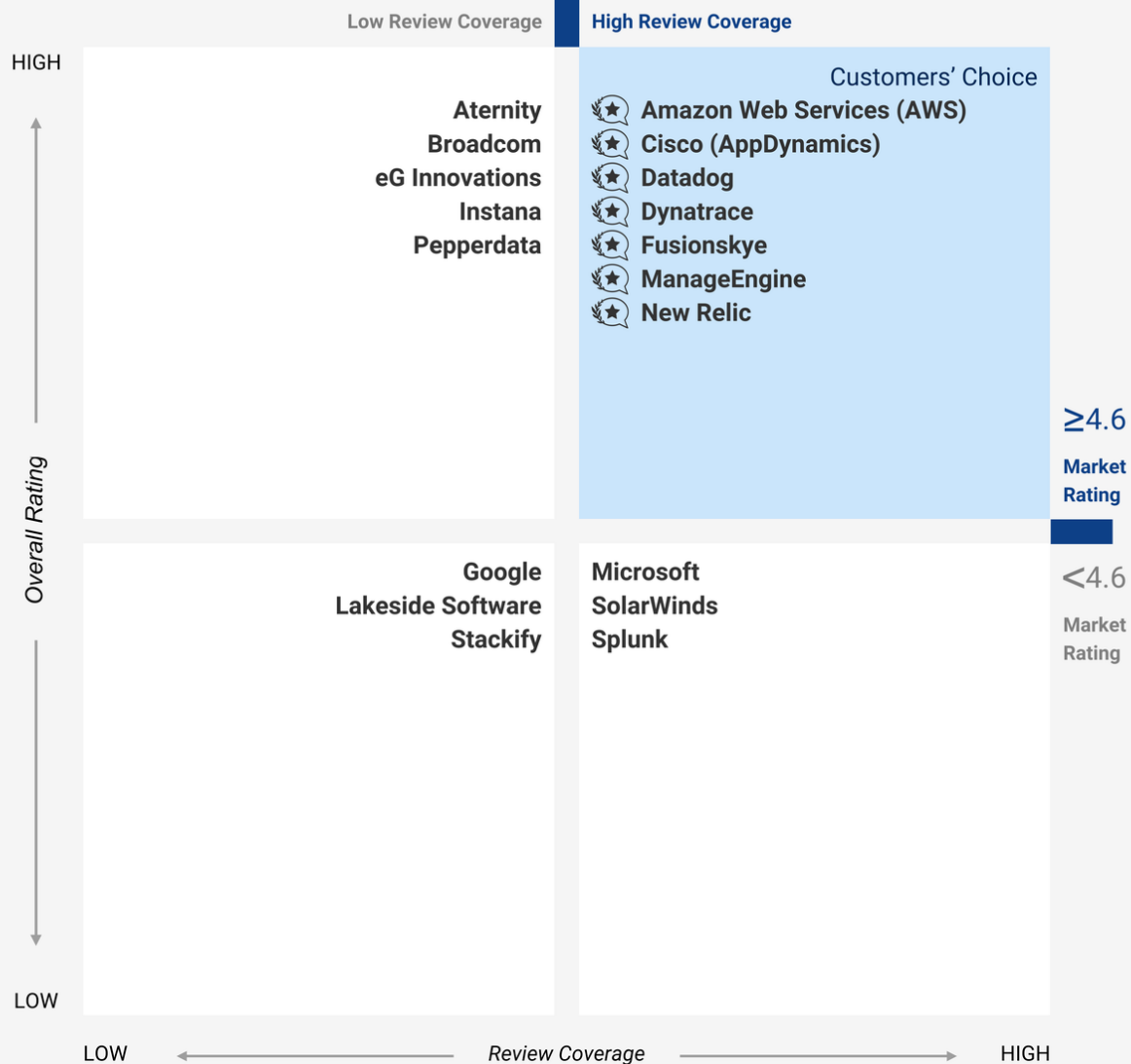
Based on the Gartner Peer Insights “Voice of the Customer” methodology, Figure 1 shows a list (in alphabetical order) of vendors in each quadrant based on their overall score relative to the market rating and their Review Coverage (see [here](#) for details). Customers’ Choice vendors appear in the blue box on the upper right, denoted with a Customers’ Choice badge.

Figure 1. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring Customers’ Choice

Gartner Peer Insights “Voice of the Customer”**Application Performance Monitoring****Gartner Peer Insights Customers’ Choice**

As of 31 July 2020

Sorted alphabetically



Notes: Gartner Peer Insights defines Review Coverage as a measurement of vendors' reviews based on volume and diversity in industry, company size and deployment region. Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 July 2020 are considered eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (October 2020)

Gartner Peer Insights “Voice of the Customer”

Due to end users' desire to evaluate solutions based on specific attributes of their organization, such as industry, company size or deployment region, a new set of category analyses was done — producing graphics similar to Figure 1 — to explore any of those categories where there was sufficient review volume. In each category graphic, vendors are positioned in different quadrants

based on their review volume and the market average rating (see Category View section for details). Click on each category name to see the figure.

Company Size View (Measured by Annual Revenue)

- [Global Enterprise \(10B+ USD\)](#)
- [Large Enterprise \(1B - 10B USD\)](#)
- [Midsize Enterprise \(50M - 1B USD\)](#)

Industry View

- [Finance](#)
- [Services](#)

Deployment Region View

- [Asia/Pacific](#)
- [Europe, the Middle East and Africa](#)
- [North America](#)

Application Performance Monitoring Peer Reviews and Ratings

In addition to the synthesis provided by the “Voice of the Customer,” you can read individual reviews and ratings on Gartner Peer Insights by [clicking here](#).

The rest of this document will highlight some of the broad findings in the APM market based on 12 months of reviews and will also point you to particular ways to use the site in your buying process.

Figure 2 summarizes the overall ratings (out of 5 stars) for vendors in the APM market that have received more than 10 eligible reviews in the one-year period ending on 31 July 2020, sorted by number of reviews.

The overall rating is a measure of how satisfied existing customers are with a vendor’s product. The table is sorted by number of reviews because ultimately, the more reviews a vendor receives, the more likely it is that you can trust a summary rating. This can be visualized by the 95% confidence interval that has been added as a bar range to the overall ratings in Figure 2. This is best interpreted as: “Given the distribution of reviews received, the vendor’s overall rating is 95% likely to be between the lower and upper dots.”

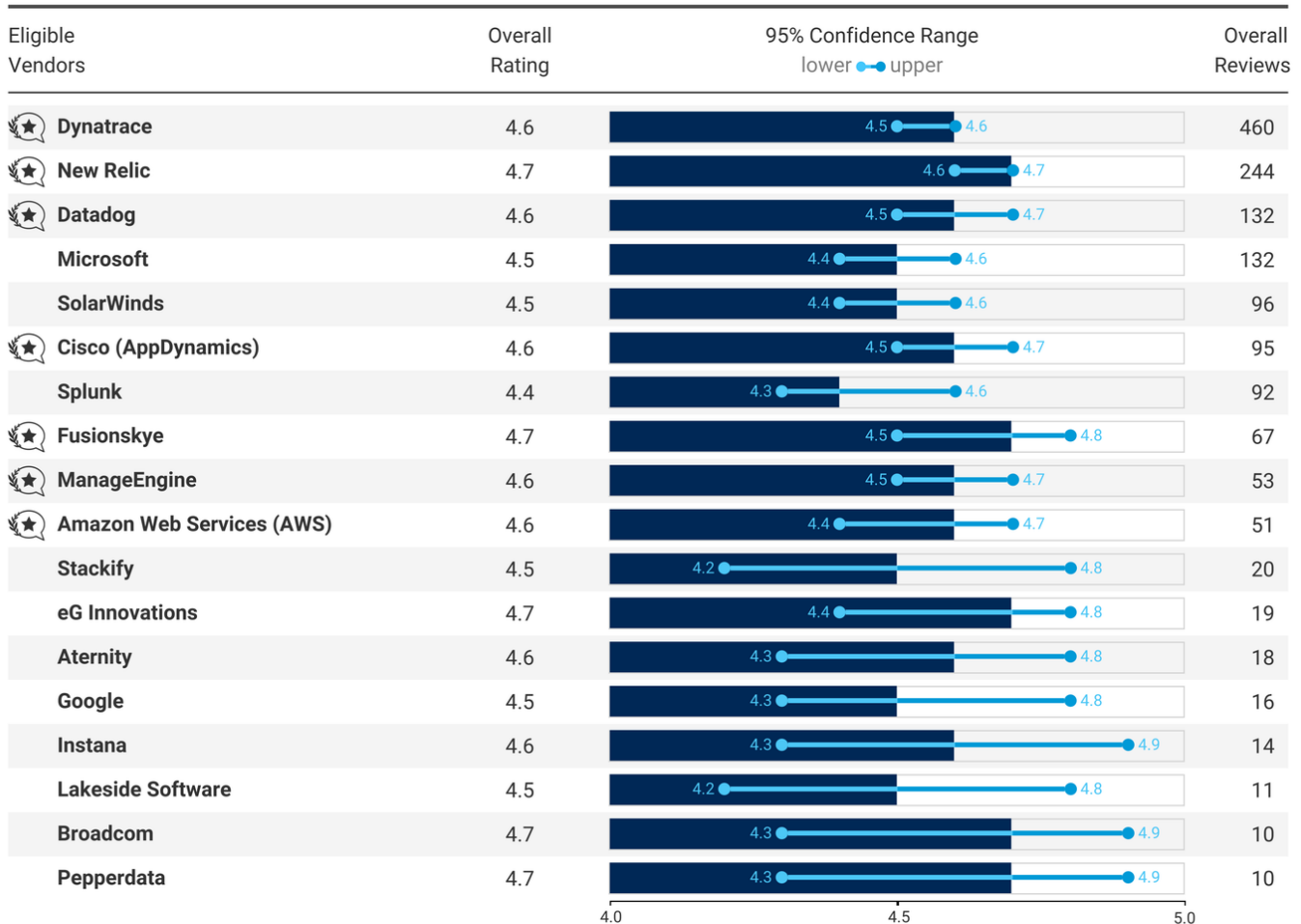
Figure 2. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring Overall Ratings

Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring

Overall Ratings

As of 31 July 2020

Sorted by overall reviews



Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 July 2020 are considered eligible vendors. Vendors are listed by overall reviews received for the Overall Rating. In case, two or more vendors have the same number of reviews, then they are listed alphabetically. Number of reviews and ratings as of 31 July 2020. All charts are plotted and labeled to the tenths digit for clarity.

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Source: Gartner (October 2020)

Vendor Comparison

In addition to the overall ratings, Gartner Peer Insights' reviews also give insight into end users' willingness to recommend, as well as their experience in negotiating with the vendor, getting support for the product or service, and their overall implementation effort. This information can provide you with a firsthand view on what to expect from a particular vendor.

Figure 3 and Figure 4 compare vendors from these various perspectives. To create a more detailed comparison between several vendors on your shortlist, please [click here](#) to go to the overall market page and press the "Compare Alternatives" button under the vendor/product you are interested in.

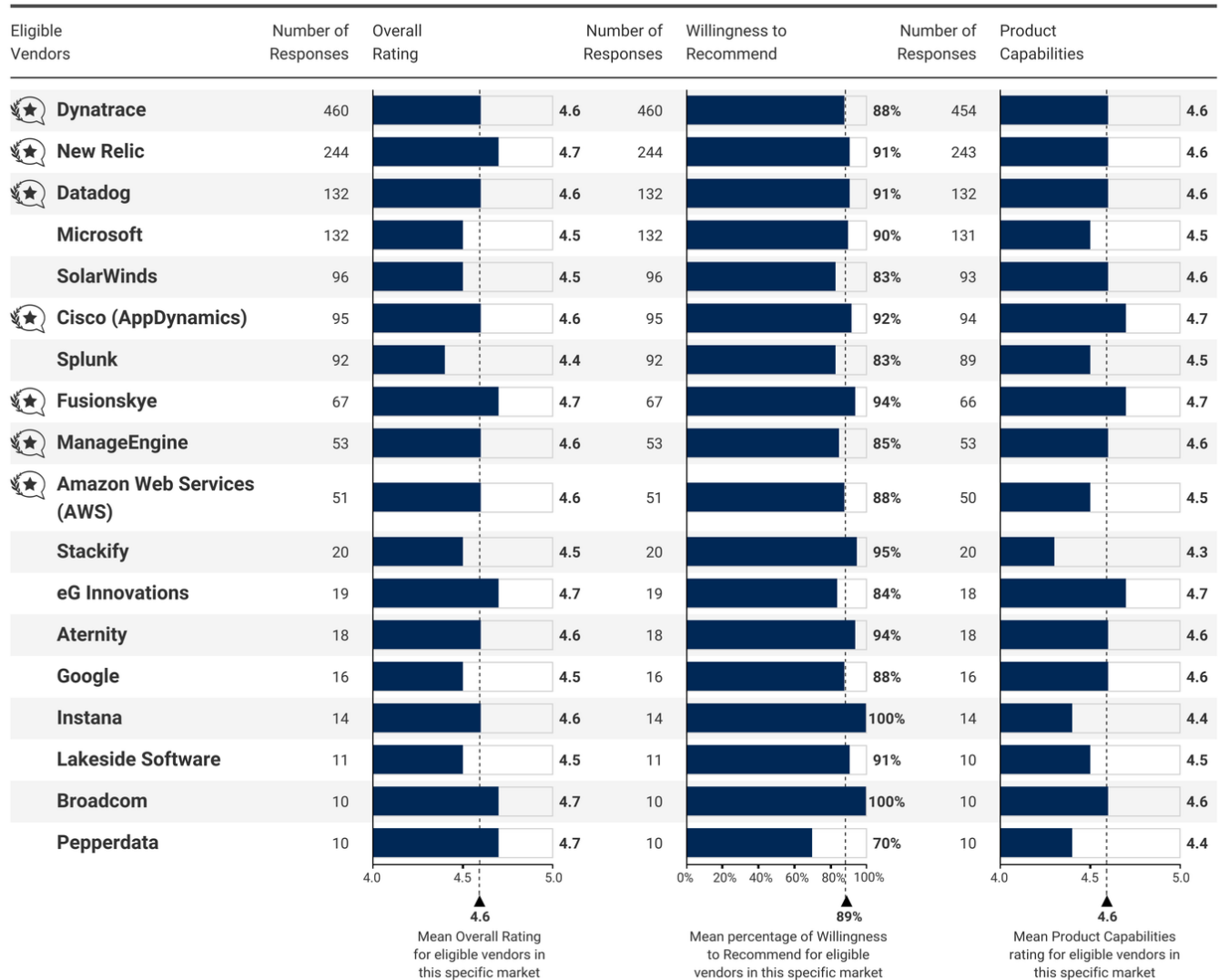
Figure 3. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring Comparison 1 of 2

Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring

Vendor Comparison - 1 of 2

As of 31 July 2020

Sorted by overall reviews



Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 July 2020 are considered eligible vendors. Vendors are listed by overall reviews as displayed in Figure titled “Overall Ratings.” In case, two or more vendors have the same number of reviews, then they are listed alphabetically. Number of reviews and ratings as of 31 July 2020. “Mean Overall Rating” may not match with the “Mean Rating” in the Figure 1 as time frame for the calculation is different. All charts are plotted and labeled to the tenths digit for clarity.

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Source: Gartner (October 2020)

Figure 4. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring Vendor Comparison 2 of 2

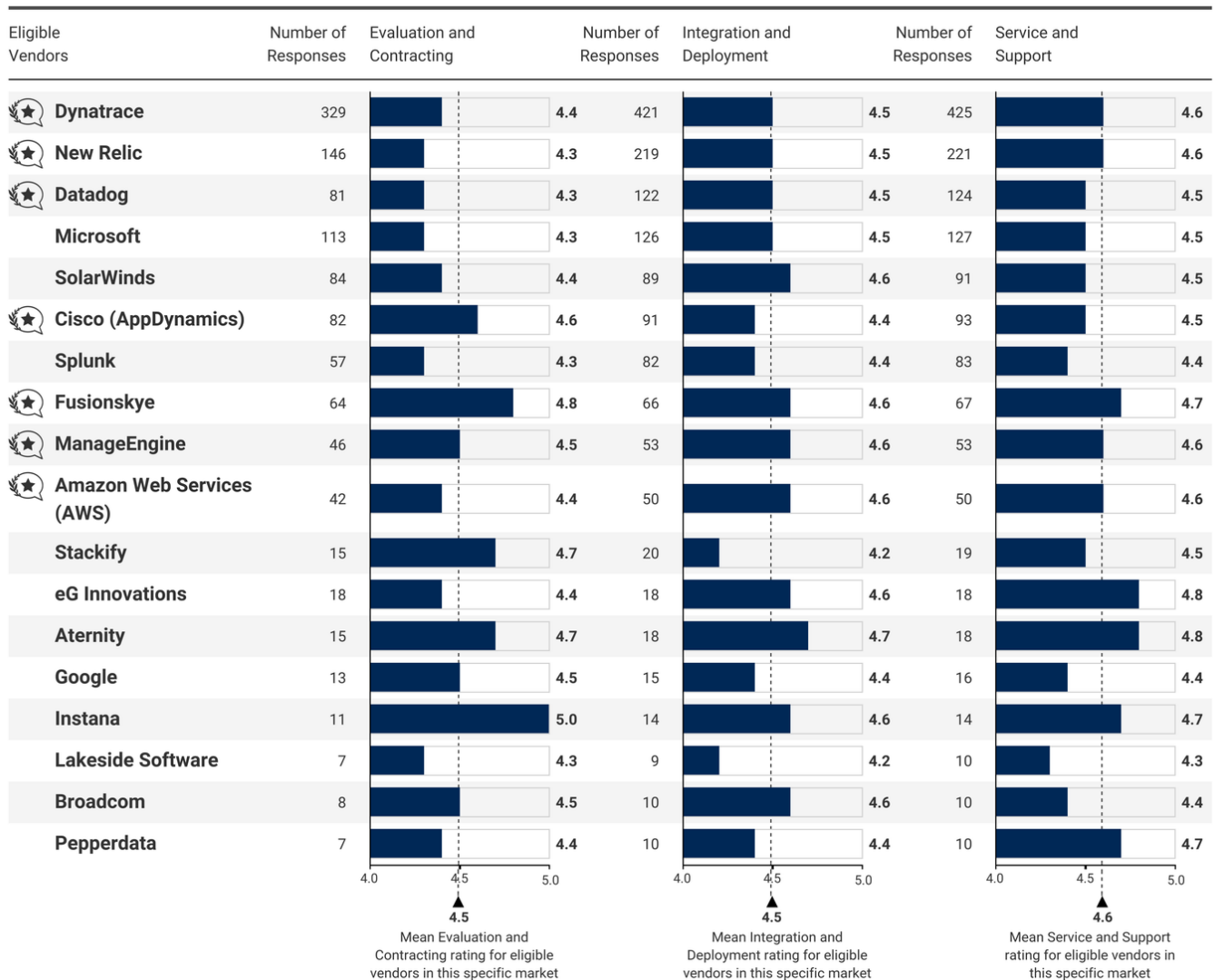
Gartner Peer Insights "Voice of the Customer"

Application Performance Monitoring

Vendor Comparison - 2 of 2

As of 31 July 2020

Sorted by overall reviews



Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 July 2020 are considered eligible vendors. Vendors are listed by overall reviews as displayed in Figure titled "Overall Ratings." In case, two or more vendors have the same number of reviews, then they are listed alphabetically. Number of reviews and ratings as of 31 July 2020. All charts are plotted and labeled to the tenths digit for clarity.

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Source: Gartner (October 2020)

Category View

Figure 5 through Figure 14 group vendors in the market under a specific category of industry, deployment region or company size based on the demographics of their reviewers. Gartner Peer Insights collects this information from end users' account profiles and submitted reviews. Only vendors with 10 or more eligible reviews in the category are included. In each graph, vendors are positioned based on the market average rating and the number of reviews.

Gartner Peer Insights recognizes the most highly rated vendors in a category through the Customers' Choice Category Distinction. To qualify for the Category Distinction, a vendor must fulfill the following requirements based on reviews within that category: at least 25 eligible published reviews, and an average rating (out of 5 stars) equal to or greater than the market average rating. Vendors who received the distinctions are listed in the upper right quadrant. See the full methodology [here](#).

If more than seven vendors qualify for the same Category Distinction, only the seven vendors with the highest number of reviews among all qualified vendors will be able to receive the distinction. The 7th highest number of reviews of those vendors will then replace the threshold of 25 reviews. For vendors who receive distinctions in Europe, the Middle East and Africa (EMEA) and/or Asia/Pacific (APAC) deployment region categories, the review distribution across subregions is disclosed to provide a more detailed breakdown for these broad regions.

Company Size View

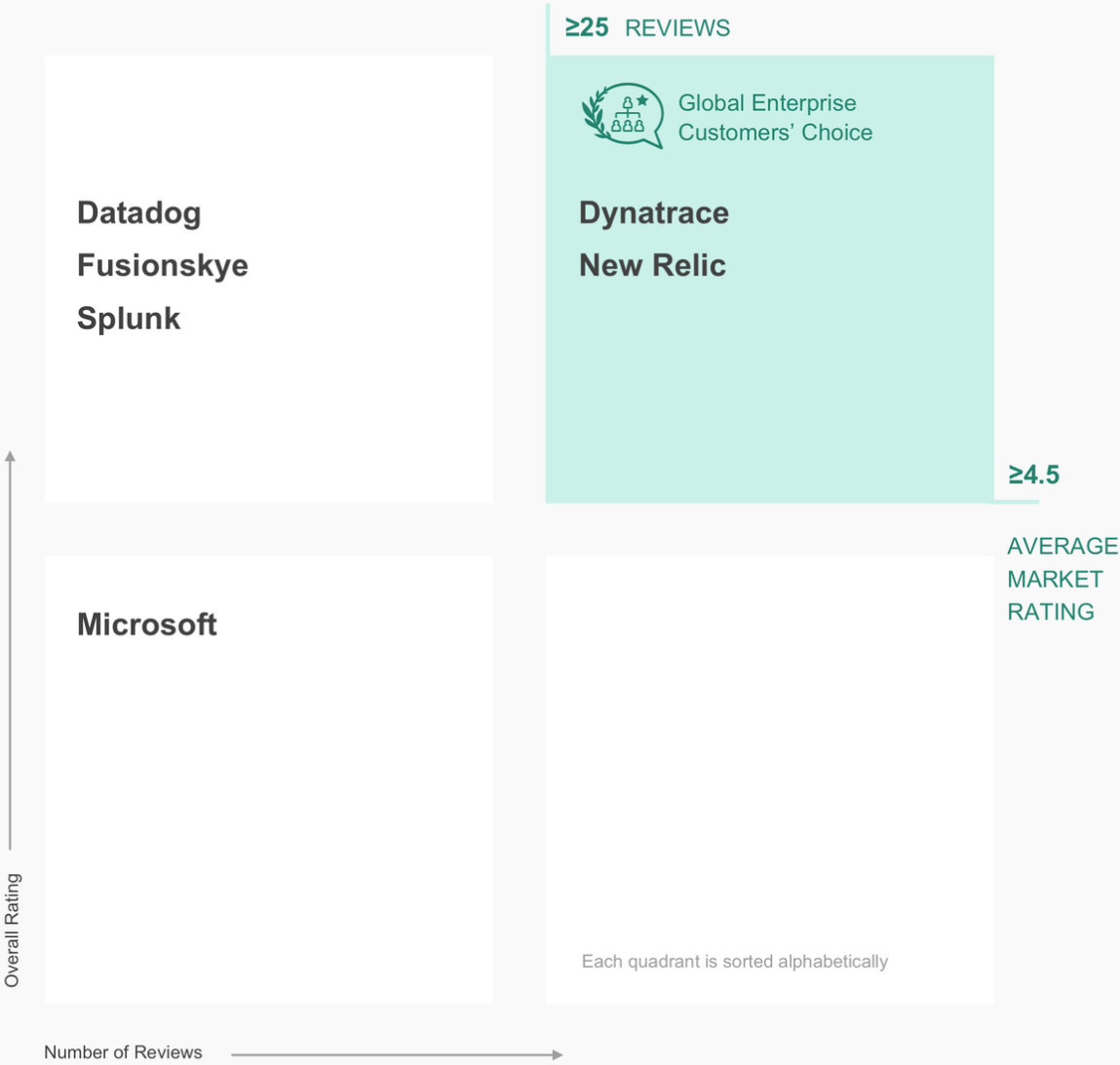
Figure 5. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Global Enterprise (10B+ USD)

Gartner Peer Insights “Voice of the Customer”

Company Size
Global Enterprise (10B+ USD)

Application Performance Monitoring

As of 31 July 2020



The company size category is referring to the review writers' company size (measured by annual revenue). Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 July 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (October 2020)

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Figure 6. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring

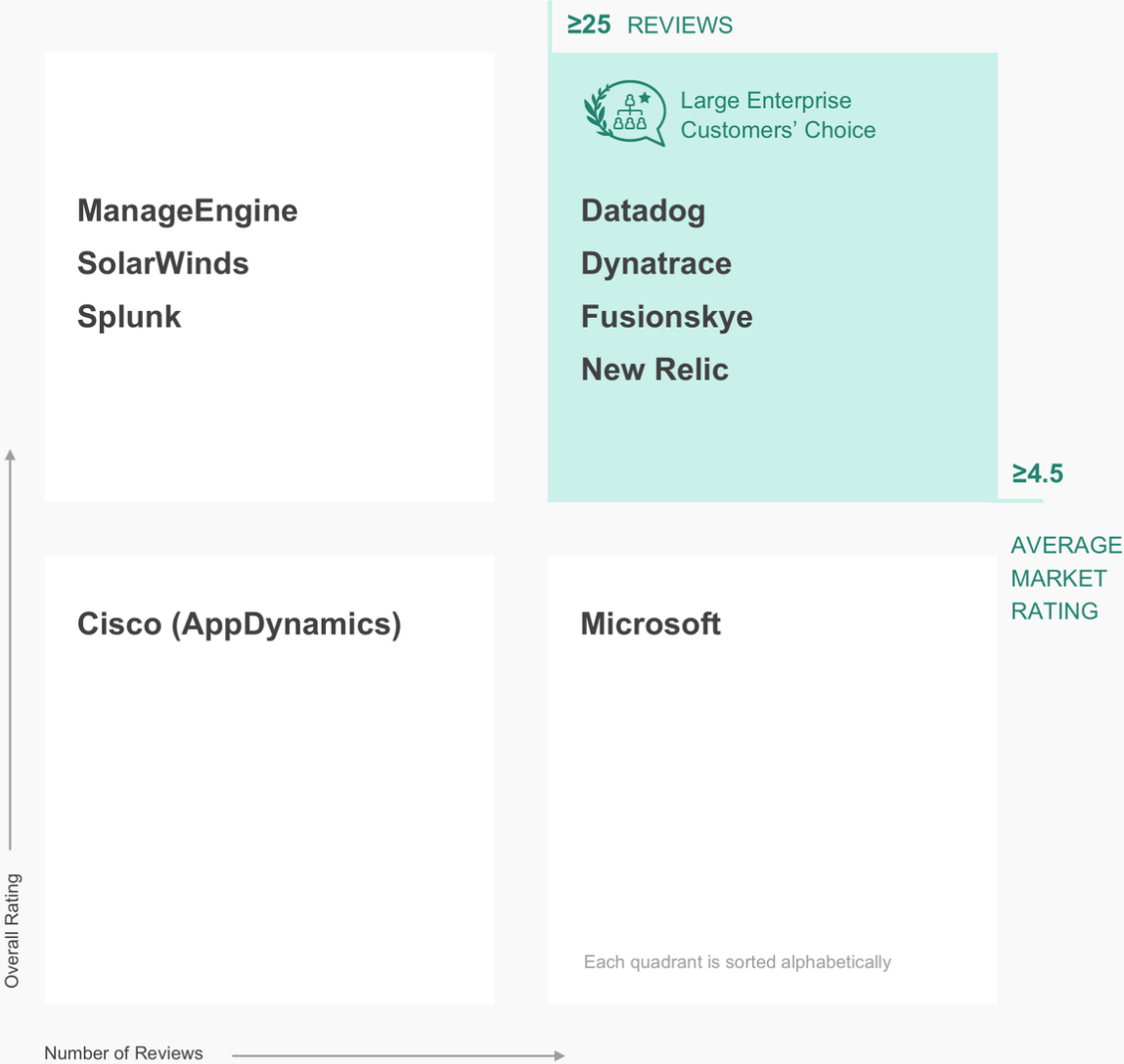
Large Enterprise (1B - 10B USD)

Gartner Peer Insights “Voice of the Customer”

Company Size
Large Enterprise (1B – 10B USD)

Application Performance Monitoring

As of 31 July 2020



The company size category is referring to the review writers' company size (measured by annual revenue). Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 July 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (October 2020)

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Figure 7. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring
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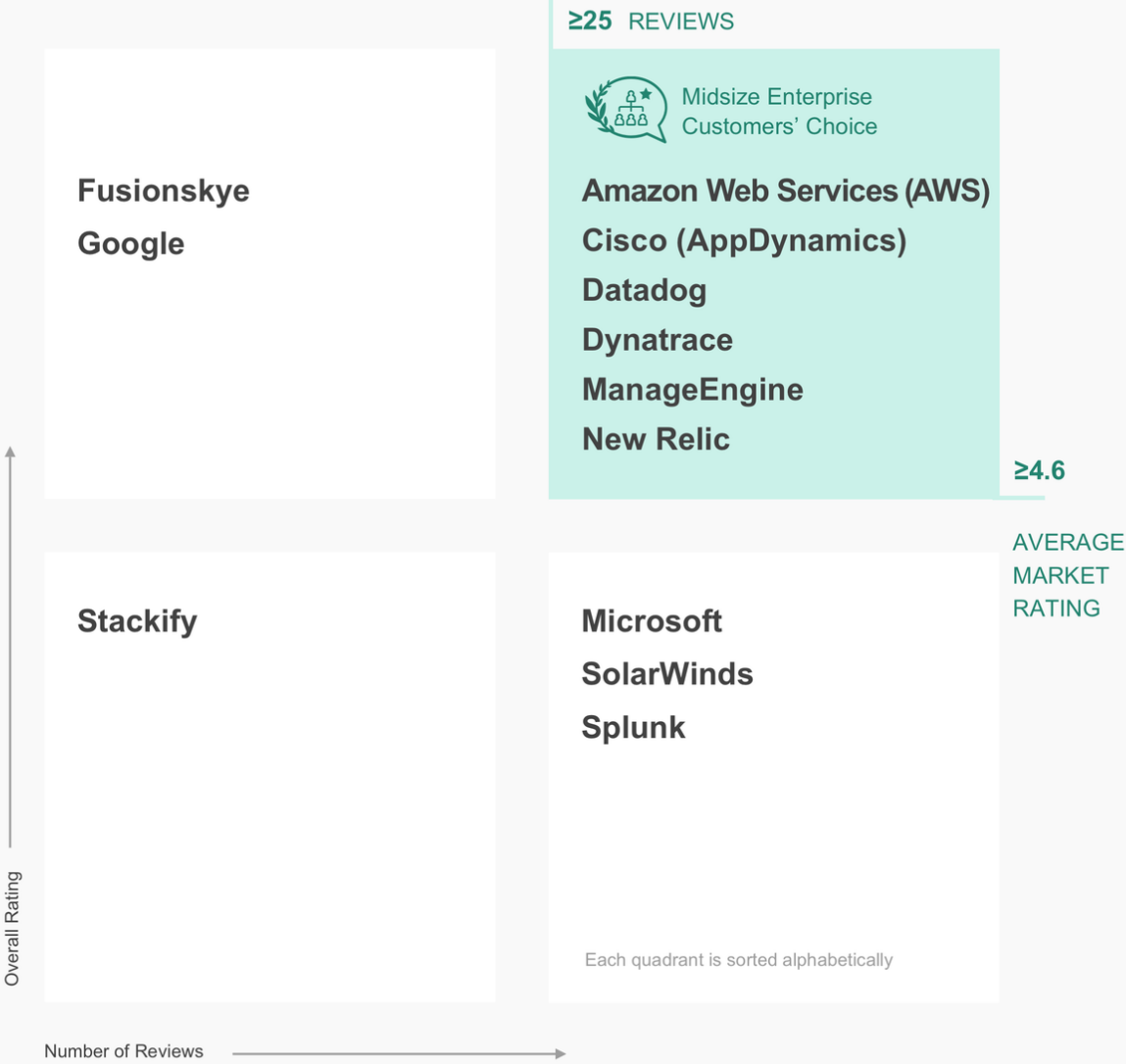
Midsized Enterprise (50M - 1B USD)

Gartner Peer Insights “Voice of the Customer”

Company Size
Midsized Enterprise (50M – 1B USD)

Application Performance Monitoring

As of 31 July 2020



The company size category is referring to the review writers' company size (measured by annual revenue). Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 July 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (October 2020)

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Industry View

Figure 8. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring Finance Industry



Source: Gartner (October 2020)

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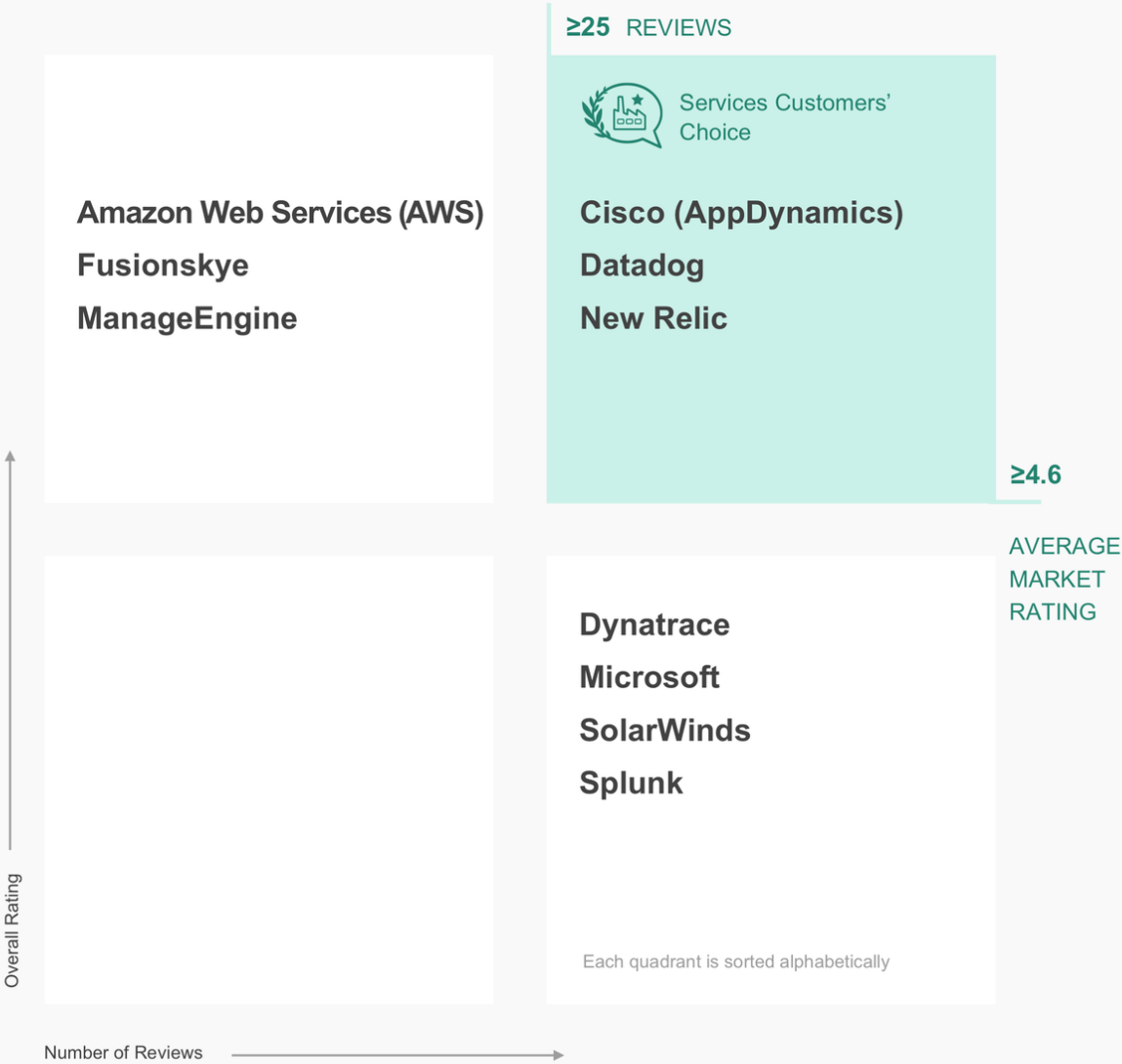
Figure 9. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring

Gartner Peer Insights “Voice of the Customer”

Industry
Services

Application Performance Monitoring

As of 31 July 2020



The industry category is referring to the review writers' industry. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 July 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (October 2020)

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Deployment Region View

Figure 10. Gartner Peer Insights “Voice of the Customer” Application Performance Monitoring Asia/Pacific



Source: Gartner (October 2020)

[Go back to the category list](#)

Figure 11 discloses the Customers' Choice vendors' review distribution across subregions within Asia/Pacific. The definitions of these subregions are aligned with Gartner "Market Definitions and Methodology: IT Services."

Figure 11. Asia/Pacific (APAC) Subregion Distribution

Gartner Peer Insights "Voice of the Customer"

Application Performance Monitoring

Region: Asia/Pacific (APAC)

	Subregion Distribution				
	Emerging APAC	Eurasia (APAC)	Greater China	Japan	Mature APAC
Dynatrace (n = 88)	38%	0%	2%	2%	58%
Fusionskye (n = 71)	1%	0%	93%	3%	3%
ManageEngine (n = 27)	89%	0%	0%	4%	7%
New Relic (n = 94)	72%	0%	0%	4%	23%

Only vendors that are qualified for Asia/Pacific Customers' Choice distinctions are included. The number of responses (n) for each vendor might be different than the vendor's total review number because (1) users can select multiple deployment countries in different subregions or (2) some users did not disclose deployment countries. Percent distributions may not add up to 100% due to rounding.

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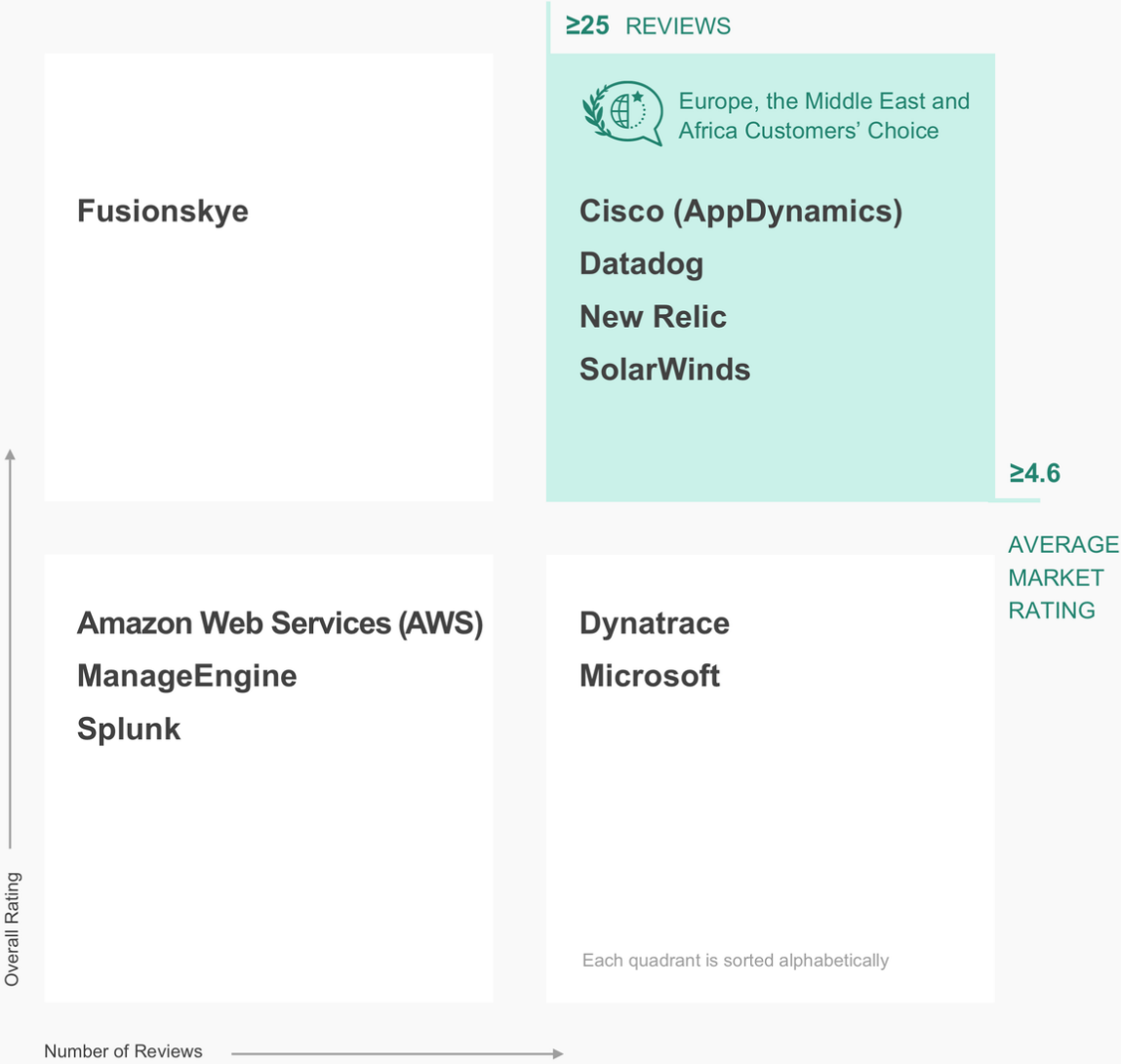
Source: Gartner (October 2020)

Figure 12. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Europe, the Middle East and Africa

Gartner Peer Insights “Voice of the Customer”

Region
Europe, the Middle East and Africa

Application Performance Monitoring
As of 31 July 2020



The deployment region category is referring to the region where the review writers deployed the products. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 July 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (October 2020)

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Figure 13 discloses the Customers' Choice vendors' review distribution across subregions within Europe, the Middle East and Africa. The definitions of these subregions are aligned with Gartner ["Market Definitions and Methodology: IT Services."](#)

Figure 13. Europe, the Middle East and Africa (EMEA) Subregion Distribution

Gartner Peer Insights "Voice of the Customer"

Application Performance Monitoring

Region: Europe, the Middle East and Africa (EMEA)

	Subregion Distribution				
	Eastern Europe	Eurasia (EMEA)	Middle East and Africa	Sub-Saharan Africa	Western Europe
Cisco (AppDynamics) (n = 55)	0%	0%	76%	4%	20%
Datadog (n = 28)	4%	0%	4%	4%	89%
New Relic (n = 35)	6%	17%	20%	6%	51%
SolarWinds (n = 30)	7%	10%	27%	13%	43%

Only vendors that are qualified for Europe, the Middle East and Africa Customers' Choice distinctions are included. The number of responses (n) for each vendor might be different than the vendor's total review number because (1) users can select multiple deployment countries in different subregions or (2) some users did not disclose deployment countries. Percent distributions may not add up to 100% due to rounding.

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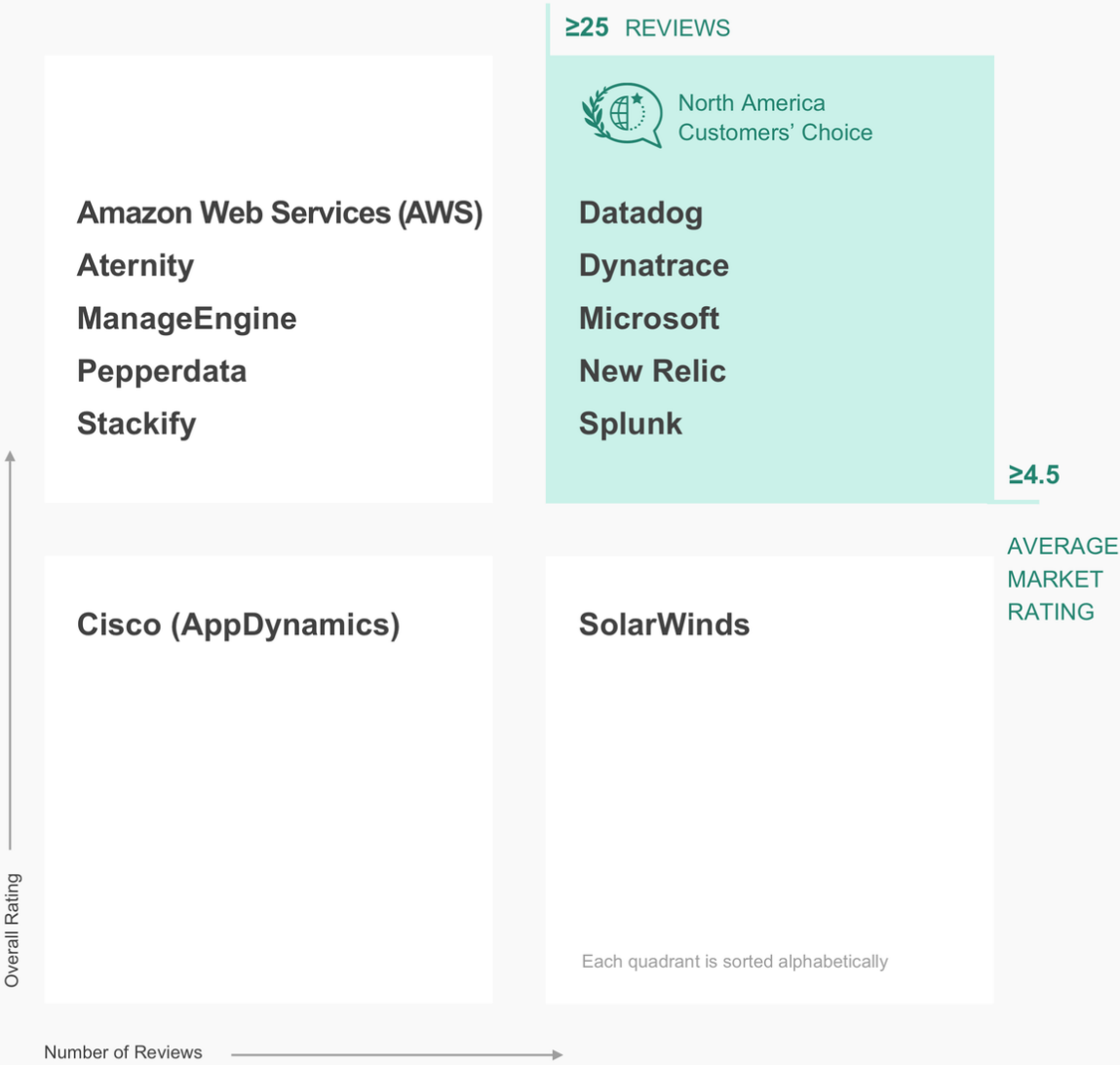
Source: Gartner (October 2020)

Figure 14. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring North America

Gartner Peer Insights “Voice of the Customer”

Region
North America

Application Performance Monitoring
As of 31 July 2020



The deployment region category is referring to the region where the review writers deployed the products. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 July 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 July 2020. Vendors in each quadrant are listed alphabetically.

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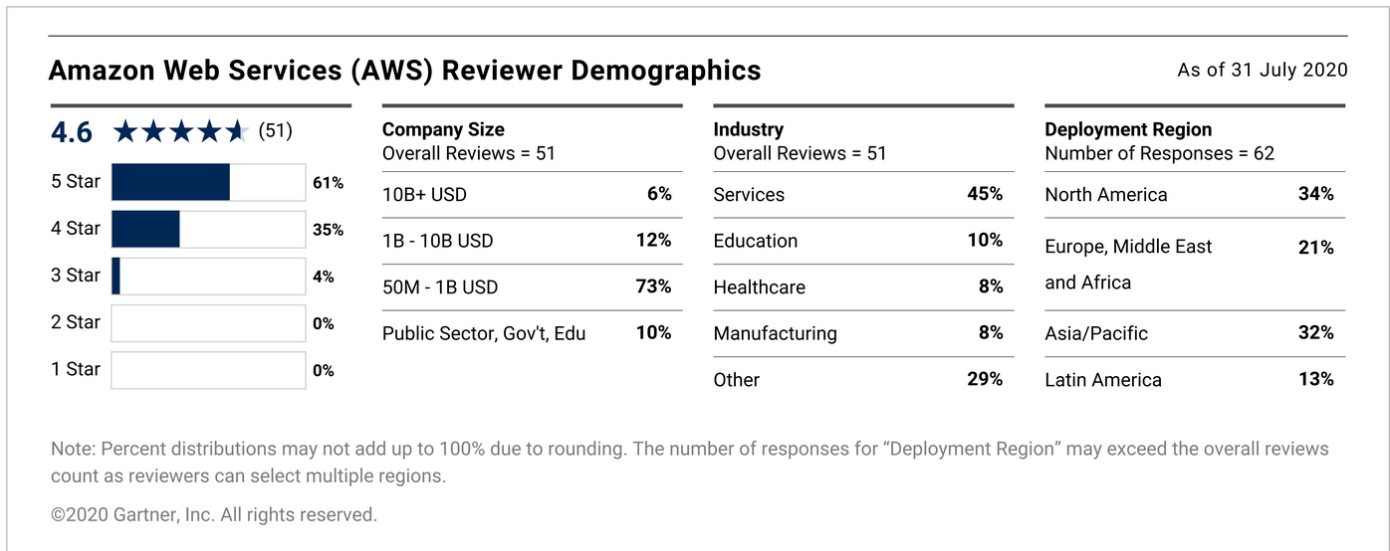
Source: Gartner (October 2020)

[Go back to the category list](#)

Reviewer Demographics

Figures 15 through 32 summarize each vendor's reviewer demographics for those reviews received in the last year, ending 31 July 2020, along with the rating distribution and a direct link to the vendor's ratings on the site. All vendors with more than 10 eligible reviews in the last year are shown, sorted alphabetically.

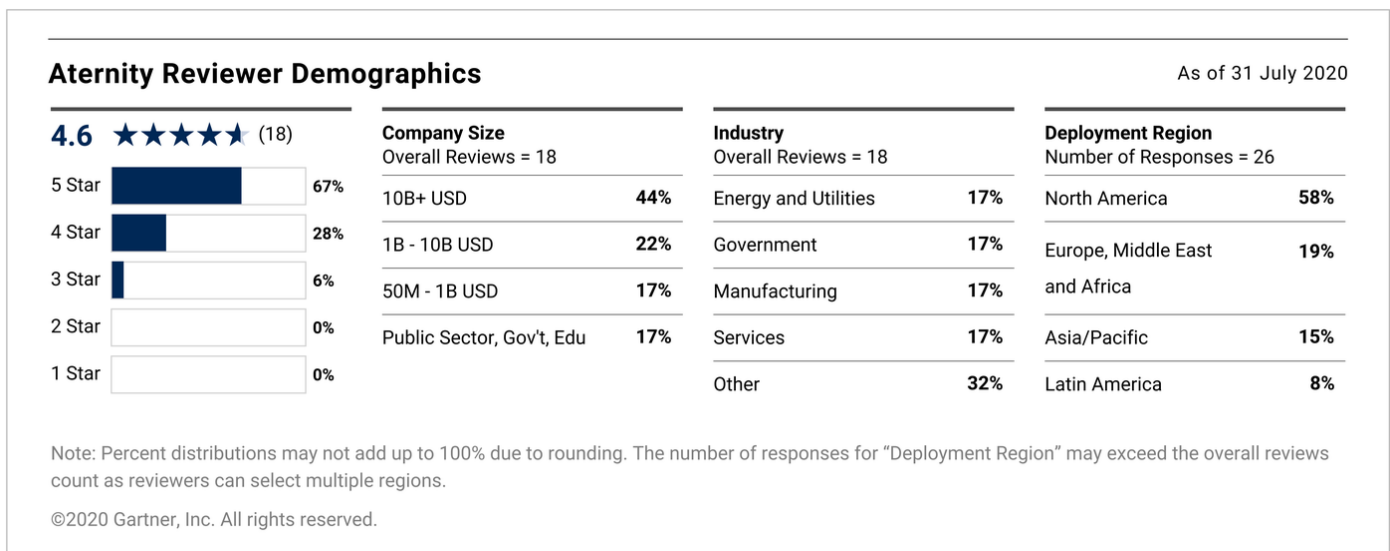
Figure 15. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Amazon Web Services (AWS) Reviewer Demographics



Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Amazon Web Services \(AWS\)](#).

Figure 16. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Aternity Reviewer Demographics



Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Aternity](#).

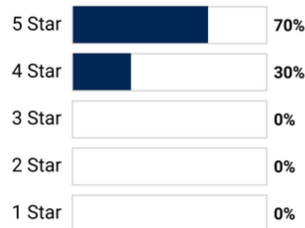
Figure 17. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring

Broadcom Reviewer Demographics

Broadcom Reviewer Demographics

As of 31 July 2020

4.7 ★★★★★ (10)

Company Size
Overall Reviews = 10

10B+ USD	40%
1B - 10B USD	30%
50M - 1B USD	10%
Public Sector, Gov't, Edu	20%

Industry
Overall Reviews = 10

Finance	50%
Government	20%
Healthcare	10%
Services	10%
Other	10%

Deployment Region
Number of Responses = 14

North America	36%
Europe, Middle East and Africa	29%
Asia/Pacific	14%
Latin America	21%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (October 2020)

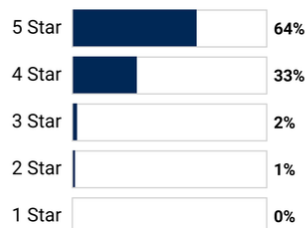
Read all Peer Insights user reviews for [Broadcom](#).

Figure 18. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Cisco (AppDynamics) Reviewer Demographics

Cisco (AppDynamics) Reviewer Demographics

As of 31 July 2020

4.6 ★★★★★ (95)

Company Size
Overall Reviews = 95

10B+ USD	7%
1B - 10B USD	17%
50M - 1B USD	71%
Public Sector, Gov't, Edu	5%

Industry
Overall Reviews = 95

Services	47%
Finance	24%
Healthcare	5%
Manufacturing	5%
Other	19%

Deployment Region
Number of Responses = 97

North America	23%
Europe, Middle East and Africa	58%
Asia/Pacific	18%
Latin America	2%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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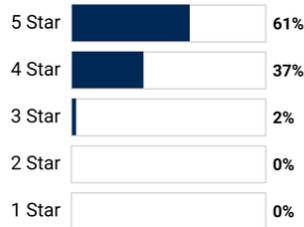
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Cisco \(AppDynamics\)](#).

Figure 19. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Datadog Reviewer Demographics

Datadog Reviewer Demographics

As of 31 July 2020

4.6 ★★★★★ (132)**Company Size**

Overall Reviews = 132

10B+ USD	13%
1B - 10B USD	21%
50M - 1B USD	62%
Public Sector, Gov't, Edu	4%

Industry

Overall Reviews = 132

Services	36%
Finance	18%
Miscellaneous	16%
Media	8%
Other	22%

Deployment Region

Number of Responses = 149

North America	59%
Europe, Middle East and Africa	21%
Asia/Pacific	14%
Latin America	5%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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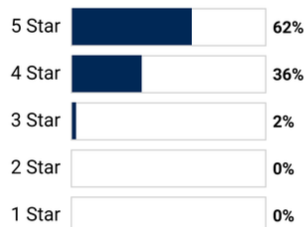
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Datadog](#).

Figure 20. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Dynatrace Reviewer Demographics

Dynatrace Reviewer Demographics

As of 31 July 2020

4.6 ★★★★★ (460)**Company Size**

Overall Reviews = 460

10B+ USD	23%
1B - 10B USD	29%
50M - 1B USD	42%
Public Sector, Gov't, Edu	6%

Industry

Overall Reviews = 460

Finance	28%
Services	17%
Healthcare	11%
Retail	9%
Other	35%

Deployment Region

Number of Responses = 485

North America	48%
Europe, Middle East and Africa	31%
Asia/Pacific	18%
Latin America	3%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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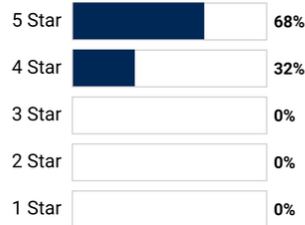
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Dynatrace](#).

Figure 21. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring eG Innovations Reviewer Demographics

eG Innovations Reviewer Demographics

As of 31 July 2020

4.7 ★★★★★ (19)**Company Size**

Overall Reviews = 19

10B+ USD	21%
1B - 10B USD	16%
50M - 1B USD	47%
Public Sector, Gov't, Edu	16%

Industry

Overall Reviews = 19

Services	32%
Finance	26%
Government	16%
Miscellaneous	11%
Other	15%

Deployment Region

Number of Responses = 21

North America	33%
Europe, Middle East and Africa	14%
Asia/Pacific	52%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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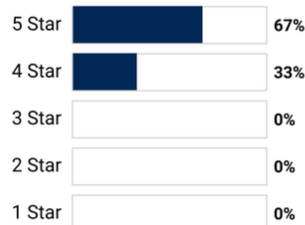
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [eG Innovations](#).

Figure 22. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Fusionskye Reviewer Demographics

Fusionskye Reviewer Demographics

As of 31 July 2020

4.7 ★★★★★ (67)**Company Size**

Overall Reviews = 67

10B+ USD	25%
1B - 10B USD	37%
50M - 1B USD	33%
Public Sector, Gov't, Edu	4%

Industry

Overall Reviews = 67

Finance	73%
Services	16%
Government	4%
Media	3%
Other	4%

Deployment Region

Number of Responses = 86

North America	5%
Europe, Middle East and Africa	17%
Asia/Pacific	78%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (October 2020)

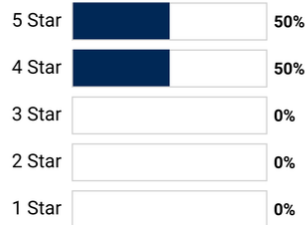
Read all Peer Insights user reviews for [Fusionskye](#).

Figure 23. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Google Reviewer Demographics

Google Reviewer Demographics

As of 31 July 2020

4.5 ★★★★★ (16)



Company Size

Overall Reviews = 16

10B+ USD	19%
1B - 10B USD	6%
50M - 1B USD	63%
Public Sector, Gov't, Edu	13%

Industry

Overall Reviews = 16

Services	44%
Communications	13%
Education	13%
Media	13%
Other	17%

Deployment Region

Number of Responses = 19

North America	21%
Europe, Middle East and Africa	32%
Asia/Pacific	37%
Latin America	11%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (October 2020)

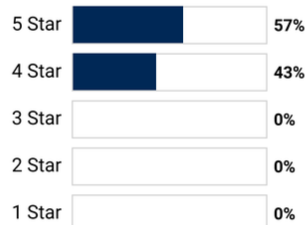
Read all Peer Insights user reviews for [Google](#).

Figure 24. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Instana Reviewer Demographics

Instana Reviewer Demographics

As of 31 July 2020

4.6 ★★★★★ (14)



Company Size

Overall Reviews = 14

10B+ USD	14%
1B - 10B USD	21%
50M - 1B USD	43%
Public Sector, Gov't, Edu	21%

Industry

Overall Reviews = 14

Services	43%
Communications	14%
Healthcare	7%
Media	7%
Other	29%

Deployment Region

Number of Responses = 20

North America	35%
Europe, Middle East and Africa	45%
Asia/Pacific	20%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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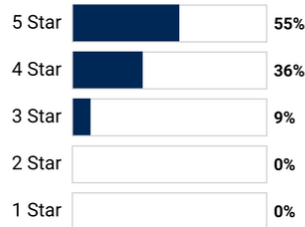
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Instana](#).

Figure 25. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Lakeside Software Reviewer Demographics

Lakeside Software Reviewer Demographics

As of 31 July 2020

4.5 ★★★★★ (11)**Company Size**

Overall Reviews = 11

10B+ USD	27%
1B - 10B USD	36%
50M - 1B USD	36%
Public Sector, Gov't, Edu	0%

Industry

Overall Reviews = 11

Finance	55%
Healthcare	9%
Manufacturing	9%
Services	9%
Other	18%

Deployment Region

Number of Responses = 11

North America	64%
Europe, Middle East and Africa	18%
Asia/Pacific	18%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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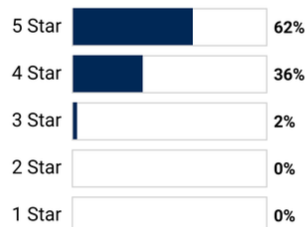
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Lakeside Software](#).

Figure 26. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring ManageEngine Reviewer Demographics

ManageEngine Reviewer Demographics

As of 31 July 2020

4.6 ★★★★★ (53)**Company Size**

Overall Reviews = 53

10B+ USD	11%
1B - 10B USD	23%
50M - 1B USD	57%
Public Sector, Gov't, Edu	9%

Industry

Overall Reviews = 53

Services	32%
Finance	11%
Manufacturing	11%
Miscellaneous	8%
Other	38%

Deployment Region

Number of Responses = 61

North America	25%
Europe, Middle East and Africa	23%
Asia/Pacific	44%
Latin America	8%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (October 2020)

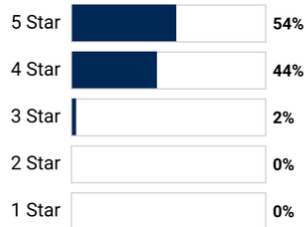
Read all Peer Insights user reviews for [ManageEngine](#).

Figure 27. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Microsoft Reviewer Demographics

Microsoft Reviewer Demographics

As of 31 July 2020

4.5 ★★★★★ (132)



Company Size

Overall Reviews = 132

10B+ USD	10%
1B - 10B USD	20%
50M - 1B USD	63%
Public Sector, Gov't, Edu	8%

Industry

Overall Reviews = 132

Services	25%
Manufacturing	17%
Finance	14%
Healthcare	14%
Other	30%

Deployment Region

Number of Responses = 152

North America	30%
Europe, Middle East and Africa	22%
Asia/Pacific	39%
Latin America	9%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (October 2020)

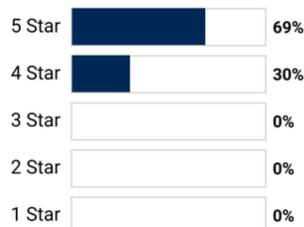
Read all Peer Insights user reviews for [Microsoft](#).

Figure 28. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring New Relic Reviewer Demographics

New Relic Reviewer Demographics

As of 31 July 2020

4.7 ★★★★★ (244)



Company Size

Overall Reviews = 244

10B+ USD	12%
1B - 10B USD	21%
50M - 1B USD	59%
Public Sector, Gov't, Edu	8%

Industry

Overall Reviews = 244

Services	36%
Finance	14%
Miscellaneous	12%
Retail	9%
Other	29%

Deployment Region

Number of Responses = 281

North America	40%
Europe, Middle East and Africa	16%
Asia/Pacific	36%
Latin America	8%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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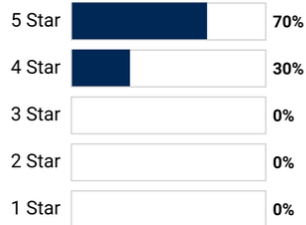
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [New Relic](#).

Figure 29. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Pepperdata Reviewer Demographics

Pepperdata Reviewer Demographics

As of 31 July 2020

4.7 ★★★★★ (10)**Company Size**
Overall Reviews = 10

10B+ USD	20%
1B - 10B USD	40%
50M - 1B USD	40%
Public Sector, Gov't, Edu	0%

Industry
Overall Reviews = 10

Healthcare	40%
Miscellaneous	30%
Services	20%
Finance	10%

Deployment Region
Number of Responses = 10

North America	100%
Europe, Middle East and Africa	0%
Asia/Pacific	0%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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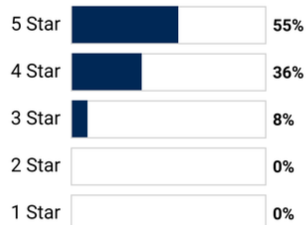
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Pepperdata](#).

Figure 30. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring SolarWinds Reviewer Demographics

SolarWinds Reviewer Demographics

As of 31 July 2020

4.5 ★★★★★ (96)**Company Size**
Overall Reviews = 96

10B+ USD	8%
1B - 10B USD	16%
50M - 1B USD	69%
Public Sector, Gov't, Edu	7%

Industry
Overall Reviews = 96

Services	26%
Manufacturing	13%
Education	10%
Finance	10%
Other	41%

Deployment Region
Number of Responses = 100

North America	52%
Europe, Middle East and Africa	30%
Asia/Pacific	13%
Latin America	5%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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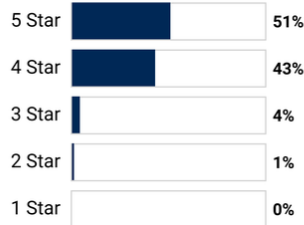
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [SolarWinds](#).

Figure 31. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Splunk Reviewer Demographics

Splunk Reviewer Demographics

As of 31 July 2020

4.4 ★★★★★ (92)**Company Size**

Overall Reviews = 92

10B+ USD	16%
1B - 10B USD	25%
50M - 1B USD	55%
Public Sector, Gov't, Edu	3%

Industry

Overall Reviews = 92

Services	34%
Finance	23%
Manufacturing	10%
Miscellaneous	9%
Other	24%

Deployment Region

Number of Responses = 102

North America	47%
Europe, Middle East and Africa	19%
Asia/Pacific	31%
Latin America	3%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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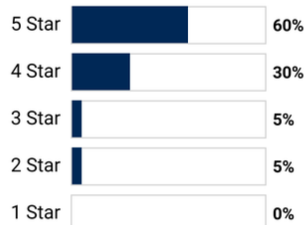
Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Splunk](#).

Figure 32. Gartner Peer Insights "Voice of the Customer" Application Performance Monitoring Stackify Reviewer Demographics

Stackify Reviewer Demographics

As of 31 July 2020

4.5 ★★★★★ (20)**Company Size**

Overall Reviews = 20

10B+ USD	5%
1B - 10B USD	20%
50M - 1B USD	65%
Public Sector, Gov't, Edu	10%

Industry

Overall Reviews = 20

Services	35%
Finance	15%
Miscellaneous	15%
Manufacturing	10%
Other	25%

Deployment Region

Number of Responses = 25

North America	60%
Europe, Middle East and Africa	24%
Asia/Pacific	12%
Latin America	4%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (October 2020)

Read all Peer Insights user reviews for [Stackify](#).

Methodology

- Gartner Peer Insights Voice of the Customer Methodology: Please refer to the [Voice of the Customer Methodology](#) page.
- Gartner Peer Insights Customers' Choice Methodology: Reviews submitted between 1 August 2019 and 31 July 2020 were considered for determining Gartner Peer Insights Customers'

Choice distinctions. Gartner is committed to transparency regarding the criteria considered in bestowing this distinction; a full description can be found on the [Customers' Choice Methodology](#) page.

- **Customer Rating:** Overall customer rating is the response to the survey question: "Please rate your overall experience with this vendor." Other ratings displayed are responses to:
 - "Overall rating of product capabilities"
 - "Overall rating of evaluation and contract negotiation with the vendor"
 - "Overall rating of integration and deployment"
 - "Overall rating of service and support"

Ratings were taken on a scale of 1 to 5, where 1 is "completely dissatisfied" and 5 is "completely satisfied." The average ratings within the review may represent multiple versions of a product offering. Reviews for beta products are included in the analysis of this document. Reviews for legacy products (no longer being sold by the vendor) were not included in the analysis in this document.

- **Confidence Range:** The 95% confidence range in Figure 2 is calculated using a statistical technique known as bootstrapping. For a given vendor, a bootstrap sample is taken from either the set of overall ratings of the market or the set of overall ratings for the vendor. The size of the sample taken is the same as the number of reviews of the vendor. There is a higher chance to take the sample from the vendor's overall ratings when the vendor has more reviews. A mean is calculated for each bootstrap sample and the process is repeated 50,000 times. The low and high ratings shown in the confidence range are the 2.5 to 97.5 percentile values of the histogram of these bootstrapped means (or the vendor's actual rating, whichever is lower/higher). This represents the 95% confidence interval.
- **"Willingness to recommend":** This is calculated based on the responses to the question "How likely is it that you would recommend this product or service to a friend or colleague?" The reviewer can select the response on a rating scale of 0 to 10, where 0 is "not at all likely" and 10 is "extremely likely." The response is considered "yes" if the rating is greater than or equal to 8 and "no" if the rating is less than 8. For reviews first submitted in mid-2018 or came from Magic Quadrant Reference Survey, the question "Would you recommend this product to others" was asked instead, with responses including "yes," "yes, with reservations," "I don't know," and "no." The "Willingness to recommend" percentage is calculated using the total number of "yes" responses for both questions as defined above divided by the total number of responses to the question.

The data used in this report is drawn from reviews on Peer Insights, a crowdsourced enterprise review platform that relies on dynamic data. Key to maintaining the integrity of the site is our ongoing moderation and validation of those reviews. Reviews are examined before publishing to the site and periodically, post publishing.

Due to the dynamic nature of the data, the external Peer Insights site will always have the most updated view of the vendors and products in this report. The Voice of the Customer methodology uses a snapshot of review data from a defined time frame. This Voice of the Customer report should therefore be used along with the detailed and current information available directly on the Peer Insights site for the most up-to-date view of the data for this market and associated category views.

Recommended by the Author

[Magic Quadrant for Application Performance Monitoring](#)

[Critical Capabilities for Application Performance Monitoring](#)

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[データベース環境の近代化戦略：自らの意志と責任で推進する](#)

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