

aws marketplace

LogicMonitor

Reviews, tips, and advice from real users



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Product Recap



LogicMonitor

LogicMonitor Recap

LogicMonitor provides infrastructure and network monitoring, alerting, and reporting across environments like AWS, Azure, and on-premises.

LogicMonitor aids businesses and managed service providers in maintaining system health, performance, and availability. It supports various technologies including Citrix, Cisco Voice systems, operating systems, virtual machines, and network devices. Businesses benefit from dashboards and data insights for proactive management, customizable data sources, and integration with third-party applications like Slack or ServiceNow. AI technology enhances monitoring capabilities by recognizing normal behavior and updating monitored elements, while multiple monitoring features consolidate data sources into one interface.

What are LogicMonitor's key features?

- **Dashboards:** Instant, interactive access to data for easy monitoring.
- **Customizable Data Sources:** Robust, adaptable monitoring with logic modules.
- **Granular Alert Tuning:** Enhances issue identification and resolution.
- **Reporting Capabilities:** Detailed oversight and forecasting.
- **Third-Party Integration:** Expands functionality with applications like Slack and ServiceNow.
- **AI Technology:** Recognizes normal behavior and updates monitored elements.
- **Consolidated Monitoring:** Combines diverse data sources into a single interface.

What benefits or ROI should users expect?

- **System Health:** Ensures optimal system performance and availability.
- **Data Insights:** Facilitates proactive management with comprehensive data.
- **Scalability:** Adapts to different environments and technologies.
- **Efficiency:** Streamlines monitoring with a single, efficient interface.
- **Predictive Analysis:** Provides detailed oversight and accurate forecasting.

LogicMonitor is utilized across diverse industries by managed service providers to ensure seamless monitoring and management of clients' systems. This includes application performance monitoring, manual topology mapping, SLA calculations, and improvement of role-based permissions. Companies also seek enhanced resources view, better collector upgrade processes, and streamlined customization for monitoring from the repository.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “It is easy to set up and monitor an entire facility. This is crucial because we have around 80 facilities that require monitoring. LifePoint is a hub-and-spoke environment, so it is essential to understand all of the WAN interfaces.”



Henry-Steinhauer

Systems Engineer at LifePoint Health

- ✓ “LogicMonitor improved on-premises infrastructure monitoring in several ways. One key feature was dynamic resource allocation, although we didn't utilize it much in our system. The main functionalities we benefited from were email alerts, network mapping, and dashboards.”



VinilVijayan

Senior Architect at Marlabs Inc.

- ✓ “LogicMonitor is good for getting a full view of your topologies. They have LiveMaps, which give you a visual representation of your infrastructure.”



Manish Bansod

Assistant Manager at a construction company with 5,001-10,000 employees

- ✓ “We get full visibility into whatever the customer wants us to monitor and we get it pretty rapidly. That is very important. Only having certain metrics that other platforms will give you out-of-the-box means you only get a small picture, a thumbnail picture. Whereas with LogicMonitor, you get the entire "eight by 10 picture", out-of-the-box. Rather than some availability metrics, you get everything. You get metrics on temperature, anything related to hardware failure, or up and down status.”



SrOpsEngineer

Senior Operations Engineer at a computer software company with 51-200 employees

- ✓ “We only have one monitoring tool, and that is LogicMonitor. It does pretty much everything we need under one roof. They are very good at rapidly releasing new features. It's not like we have to wait six months or a year between new features and data sources. There is very quick development. If there is something that doesn't do it for us, I know I can just raise it with support or our delivery representative, and there is a good chance that that will be looked at. If it's not too much effort, we will see it released in the next few months. So, the solution is very good from that perspective. We have everything in LogicMonitor.”



Philip Reeve

Technical Director - Cloud Services at HARBOR SOLUTIONS LIMITED



“LogicMonitor helps us prevent potential downtime. It's pretty good. It generates low-level warnings that aren't necessarily preemptive but can still alert us to issues we should investigate. These warnings allow us to correlate data and identify areas where we should take action, even if the issues aren't critical.”



Emad UI Haq

Network & Telco Lead at a energy/utilities company with 501-1,000 employees



“The initial setup is very simple.”



Vinil Vijayan

Senior Architect at a tech services company with 1,001-5,000 employees

What users had to say about valuable features:

“Once you have your data within LogicMonitor, whether it's for network, server, or storage data, your LogicMonitor has many dashboards built out of the box. So, all your data is consolidated in a nice, efficient way. Suppose a customer needs to provide reports to management or understand which devices have been added during a certain period or are out of compliance..”

Verified user

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Enterprise Account Executive at a computer software company with 201-500 employees

“The plugins are easy to integrate, and LogicMonitor provides these add-ons for vendors like VMware. It becomes very easy to integrate them and take the data sources. One does not need to configure everything individually. It automatically detects all the resources by their type and starts monitoring them almost immediately.

.”

Yashodhan Atre

Account Architect at Aussie Broadband

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“Its monitoring features and the support on offer are pretty good.

It offers one centralized view of everything.

The initial setup is very simple.

It is stable and reliable.

The product can scale. .”

Vinil Vijayan

Senior Architect at a tech services company with 1,001-5,000 employees


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“LogicMonitor improved on-premises infrastructure monitoring in several ways. One key feature was dynamic resource allocation, although we didn't utilize it much in our system. The main functionalities we benefited from were email alerts, network mapping, and dashboards.

Configuring multiple thresholds, including dynamic thresholds, helped identify potential problems early before they caused application downtime. The system prioritized alerts based on learned patterns. The reporting feature in LogicMonitor was quite useful. It allowed for generating reports on various aspects, and you could even schedule them to be sent via email..”

VinilVijayan

Senior Architect at Marlabs Inc.

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“LogicMonitor is good for getting a full view of your topologies. They have LiveMaps, which give you a visual representation of your infrastructure. They also have a great notification system. If something goes wrong, you'll be automatically notified. LogicMonitor also integrates with ServiceNow, so you can easily get alerts in those systems.

Another thing I like about LogicMonitor is their dependency metrics. This means that if one device goes down, you won't get alerts for other devices that depend on it. This helps you to quickly identify and resolve problems. Overall, I think LogicMonitor has a lot of great features. However, I do have some concerns about the deployment process. It's not as straightforward as it could be. Additionally, some of the workflow automation features require scripting knowledge, which can be a barrier for some users..”

Manish Bansod

Assistant Manager at a construction company with 5,001-10,000 employees

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“LogicMonitor helps us prevent potential downtime. It's pretty good. It generates low-level warnings that aren't necessarily preemptive but can still alert us to issues we should investigate. These warnings allow us to correlate data and identify areas where we should take action, even if the issues aren't critical.

The most useful feature we've found in LogicMonitor is its ability to deploy templates automatically. It's quite smart in this regard. When we add a device, it detects the type of device and deploys the appropriate template for it.

The tool's alerting system has been pretty good for us. We receive SMS alerts if we're not in front of our screens, which has improved our response time to potential issues. The escalation chains feature has been particularly useful in this regard. Overall, it's easy to use and simplifies our alerting process.

The tool is highly integratable. .”

Emad UI Haq

Network & Telco Lead at a energy/utilities company with 501-1,000 employees

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Other Solutions Considered

“I was a big user of SolarWinds before. It was easy to pull data out of SolarWinds and then put it into other tools for big-picture analysis across the entire enterprise as opposed to an individual device..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“I worked with NETGEAR and other internal tools, but nothing was as elaborate, extensive, graphically oriented, and well-informed as LogicMonitor. It is one of the best product analysts.

.”

Yashodhan Atre

Account Architect at Aussie Broadband

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“We reviewed other solutions. One of the key reasons for going for it was the knowledge of the things that they put in the product. The other products we reviewed give you a lot of things for monitoring, but when something is happening, they don't give you the information about if it is good or bad.

For the test management software for server environments, we have used a product called Kaseya, which is not a big company. They have Kaseya Traverse that's a very intelligent program for monitoring. It is the next best thing for me to look at. It is a real competitive program for Kaseya Traverse. .”

Verified user

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Teamlead at a tech services company with 11-50 employees

“I have been working with SolarWinds for more than four years. So, I can talk about SolarWinds. SolarWinds is good for network monitoring. It has reporting of topology diagrams and all this stuff that we can get over there. Also, a bandwidth analyzer is available, which is a very handy tool. There is also configuration management, which is like an add-on basis. So that is good. But with the recent incident with SolarWinds, it is no more secure. If you wanted an on-premises solution, then probably go with ManageEngine or SolarWinds. But when looking for cloud-based, we thought LogicMonitor will be good for us. We only have to check and gain some knowledge on whatever they provide, the knowledge portal or training. So, that is part training for us..”

Manish Bansod

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Assistant Manager at a construction company with 5,001-10,000 employees

“We did evaluate it, and we saw pros and content. Looking at the cost structure, everything, and business requirements, this was the best fit for us.

As I told you, this bigger company has acquired us. The other departments use that product, and the cost structure is not as high as LogicMonitor. But I am researching it. I still need more information. But with my initial research, I found a gap in how Icinga takes care of necessary components of our infrastructure, especially IBM web infrastructure, and how LogicMonitor incorporates that versus how Icinga does it. I still need profound information, but the preliminary research shows a LogicMonitor is better.

.”

Yashodhan Atre

Account Architect at Aussie Broadband

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“We looked at three or four others, but that was several years ago. We chose LogicMonitor because of the simplicity of deployment and the time to get up and running. It's simple, but it's still as complicated as it needs to be to do all of the things that we need it to do.

The biggest lesson I have learned from using LogicMonitor is that other products are inferior. Also, compared to what we knew with the legacy monitoring tools, LogicMonitor has done a great job. There are definitely better ways of doing things than the traditional monitoring tools did. If a new customer has SolarWinds or OpManager or some other on-premises tool, sometimes they're afraid of the cloud tools. What we'll say is that the amount of things that it can do far outpaces the legacy tools..”

SrOpsEngineer

Senior Operations Engineer at a computer software company with 51-200 employees

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ROI

Real user quotes about their ROI:

“LogicMonitor helped reduce the length of an outage of a facility because of the identification of a fiber cut, so my company was able to be on top of that faster, so in that respect, the product gave us less than one year's worth of ROI..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“ The solution gives us the ability to charge a competitive price for a premium product. The cost of LogicMonitor is built into our service offering. From our point of view, it's a cost component for delivering our service..”

Arthur Tsakissiris

Director at TerreCom Pty Ltd

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“We've certainly seen a return. One of the features we use extensively is Netflow, which helps us better understand what is consumed in the WAN environment. For example, we can determine that the DICOM processing is unnecessarily using up the WAN. It can go over a Meraki network, which is an encrypted process going over the general internet. We have highly secure Opt-E-WAN environments that most traffic goes over, but we also use the public internet to send other encrypted data..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“We are able to provide help with a lot of last moment troubleshooting. If a customer says that they have a problem, we ask them when did they have it last. We can go back in time, and we can look at the logs and say that it was this server that was doing something, which makes troubleshooting easier.

We have bought Unomaly functionality, and we can search across all event logs from our customers. We can search with a name, or we can search for the last 12 hours. It gives us every event of every server and its time. It is a very fast way to look at a log file. It even has some intelligence in it, but that's a different story..”

Verified user

Teamlead at a tech services company with 11-50 employees

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“LogicMonitor has given our customers visibility into issues they didn't even know existed. In some cases, when we do assessments, we will actually load a customer's devices into LogicMonitor. In many cases, it gives us visibility into things like misconfigured stack modules or broken stack modules. Stacks or switches won't be stacked correctly. They'll actually be just this side of failing, and nobody has noticed it. Sometimes there are environmental issues that the customer hasn't noticed, where a particular location gets hot every day around the same time. They don't notice it and eventually it's going to result in something failing.

New customer onboarding, for us, usually consists of two things. One is getting access so that we can get it deployed and get visibility into the customer environment. And the second part of it is access for our team. We don't want the LogicMonitor component to take a lot longer. And, in fact, we're able to get LogicMonitor up and running for our customers much quicker than they're able to give us accounts.

It also reduces mean time to repair. When we see an alert, more often than not it's intelligent enough to help us come up with some sort of a solution faster. We can see a service or a server or a switch go into a critical state. A lot of the time, without something like LogicMonitor, which has the full visibility into the device, you would have to log in to the device and do some troubleshooting to figure out what's going on. It could just be that the temperature of the chassis is elevated and it's causing the system to underperform. I can't tell you how much time it saves us on something like that, but scenarios like that are what we experience on a daily basis. It definitely cuts time off of our troubleshooting and response. It's everything from temperature alarms, to disk space, to bad memory modules, and bad hard drives. You name it, we see it. And instead of having to log in and troubleshoot for an hour or two hours, the data is right there in front of us already and we can automatically dispatch somebody to go repair the device..”

SrOpsEngineer

Senior Operations Engineer at a computer software company with 51-200 employees

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“The quicker that we can onboard, the quicker that we are able to collect metrics to give us insight. Then, we are able to provide value to the customer and insights on their environment more quickly.

The return on investment is having the capability to offer more advanced features as part of our service offering. By having that capability, we have an advantage because we can offer different capabilities and functionalities within a single platform.

It has quite an advanced feature set, especially with its functionality like AIOps. It definitely gives us an edge and advantage to be able to provide these services to our customers and allow our customers to utilize our infrastructure for their own monitoring or reporting purposes. I definitely think that the functionalities are quite good and advanced. It definitely gives us that edge. From the perspective of the services that we can provide, we are able to offer more services to our customers by utilizing the features of the LogicMonitor platform.

From the feedback that we have received from our customers, they are quite happy with the tools that we have been able to offer, things like dashboards and centralized backups. From that perspective, I think that our customers are happy, having provided their feedback on LogicMonitor.

In certain circumstances, the AIOps functionality helps prevent outages. It really comes down to the circumstance. There are multiple factors involved. Being able to promptly receive information that could be anomalous, from the AIOps feature, allows us to proactively investigate alarms prior to any outages occurring, and this is sort of down to circumstance. From this perspective, time is being saved in respect to resolving an issue.

LogicMonitor has given us visibility into issues we didn't even know existed. It comes down to the consolidation of data and being able to have dynamic dashboards and effective alert rules. It can provide information where something unrelated to the device may cause an alarm to be produced. It might not be directly related to the device that you are concerned with. However, it could prompt an

investigation outside the scope of that device which may help us identify an issue downstream or upstream.

An example where LogicMonitor has provided visibility into an issue is it could highlight if there is a configuration issue. We predominantly monitor networks with this platform. Any example of networks using LogicMonitor's mapping feature can give us visibility into what physical links are connected between devices. When there is an alarm in the window where you look at the mappings, it actually identifies the alarm on the device. So, you may be able to identify misconfigurations.

Another example is using the LM Config feature. If there has been a change to a running configuration file, it actually flags this change. So, if you have a change management policy that needs to be adhered to, and somebody has made a change without authorization, you can actually flag this information. Even though it may not cause an immediate outage or issue to be triggered, being able to have the visibility that somebody has made a change can prompt an investigation that could prevent an issue which may occur later.

LogicMonitor saves time in terms of its ability to proxy a connection through a device. For example, if you are troubleshooting a device, which you may want to connect to, you can proxy this connection through the platform. As a support resource, I don't need to use multiple platforms to connect to a device to further investigate the issue. It is all consolidated. From that perspective, it saves time because a resource now only needs to use one platform.

It saves time because the resource does not need to leave the platform. Depending on how many activities or issues that you are working on, that time could vary. From a consolidation perspective, everything is accessible within the platform. I definitely see the value in a resource not having to actually leave the platform to remediate an issue that is present.

The solution reduces mean time to repair. An example of this is when the resource no longer needs to look at logs manually on a device. It could actually be integrated into the platform. By having those logs right in front of you, it is very quick to

make assumptions or conclusions about issues. Whereas, in the past, you might have needed to log into the device independently and do your own review.

Another example of reducing mean time to repair is the ability to connect to the device directly from the platform. Being a cloud platform, you can perform this connection wherever you are. So, if you are working from home, you don't need to VPN into an office, then connect to some on-premises equipment. Being cloud delivered, you can configure SSO for authentication to authorize against your domain. This makes the authentication and login processes quite easy, especially now during this time of COVID as a lot of people are working from home. It has the flexibility to connect wherever you are as well as the ability to connect to a device within the platform..”

Valentine Christofis

Technical Service Delivery Manager at Sparx Solutions

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Use Case

“We installed LogicMonitor as a SaaS-based solution, and we have an agentless approach. We are monitoring the overall interface and not just the network devices. I am looking after the network devices only..”

Manish Bansod

Assistant Manager at a construction company with 5,001-10,000 employees

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“We use it as a primary monitoring tool for our cloud offerings. I work for one of the largest service providers in Australia and their cloud solutions. We monitor the entire cloud solutions using LogicMonitor.

.”

Yashodhan Atre

Account Architect at Aussie Broadband

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“LogicMonitor is predominantly used in modern cloud monitoring tools. You have servers that you want to monitor for performance, CPU, memory, and so on, or you have a cloud environment that you want to monitor for EC2 instances, ALBs, and more.

Our LogicMonitor keeps track of everything. LogicMonitor basically gives you the ability to monitor the infrastructure side of your application ecosystem..”

Verified user

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Director at a tech services company with 1,001-5,000 employees

“We're using LogicMonitor as a software as a service subscription to help us manage and monitor all of our network devices, as well as a lot of our Windows environments.

LifePoint has around eighty different hospitals that we manage, and they all have network devices and connectivity to our corporate data centers where the applications are hosted. We're constantly monitoring the state and health of their network and just making sure that if a fiber seeking backhoe cuts a fiber, that we can know about it and get the respective vendors involved as quickly as possible..”

Henry-Steinhauer

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Systems Engineer at LifePoint Health

“We are a network of hospitals using the solution to monitor our network devices and all of the interfaces connected to them. It's predominantly instances of applications running on Windows Server. We use the Windows WMI for Windows Server stats.

The IT directors at our hospitals use it, so we have around 90 end-users. Some of them have extended the monitoring capabilities to printers to stay on top of toner supplies. In the past, we've had admin people freaking out because the printer is out of toner, and we have any in the closet. Nobody was watching that, and some people would be hoarding supplies..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“We primarily use the solution for managed services, Azure/AWS, Kubernetes, and website monitoring.


We look after all sorts of devices and being able to have monitoring coverage of 90% of things we need is great and saves us time. If we need to make some specific change we can and it's relatively easy to do.

Having a suite of modules that do all the work for you rather than having to set up loads of things yourself and it be there straight away ready to go is mind-blowing.

Being able to use this tool with relative ease makes it a worthy monitoring solution..”

Verified user

Senior Monitoring Operations Engineer at ANS Group plc

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Setting up LogicMonitor isn't very complex. We quickly learned that we could do some collector load balancing. As we're adding devices to a series of collectors, it can do its own load balancing to ensure you don't have too much on one server doing S&P polling. .”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“The initial setup for LogicMonitor was somewhat complicated for us because our network management was done by a third party. They had to add some ACL rules in the configuration of the network devices to give us access because they had it fairly locked down..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“Deploying the tool is easy but may require some fine-tuning after the initial setup. While the deployment process is straightforward, we found some adjustments were needed post-deployment, particularly in fine-tuning thresholds and configurations. Maintaining LogicMonitor is straightforward. Once the initial implementation is done, our Level 1 team handles maintenance requests. One person is generally sufficient to handle configuration and maintenance tasks. .”

VinilVijayan

Senior Architect at Marlabs Inc.

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“The team in the USA or the partner who implemented LogicMonitor earlier is not in the proper shape of architecture or deployment. So, it's got some issues with the network device group and servers. So, all are messed up. We decided to fine-tune the hardening of this LogicMonitor. Personally, the way we implement it here. I feel it is not easy to use.

The solution is deployed on the cloud..”

Manish Bansod

Assistant Manager at a construction company with 5,001-10,000 employees


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“The initial setup is pretty straightforward. It's not overly complex. I'd rate the ease of setup eight out of ten.

The deployment took around 30 to 40 days. One or two people handled the initial deployment process.

There were prerequisites, and we made a plan on how to proceed and followed that roadmap during implementation..”

Vinil Vijayan

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Senior Architect at a tech services company with 1,001-5,000 employees

“The initial setup is straightforward. It took us around a week to thoroughly architect the solution deployment. The collectivity takes hardly five to ten minutes to install on any machine you want to be a collector and a monitoring resource. It doesn't take more than ten minutes. And installation of an architect is just a one-time job. You don't do it every day like we did it four years back. After that, we didn't look at it. We only spent some time, like, ten minutes creating new collectors, and that's it.

.”

Yashodhan Atre

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Account Architect at Aussie Broadband

Customer Service and Support

“The customer support experience with LogicMonitor varied depending on the location. The support was good for US customers, but for those in India, where support was provided from Singapore, it was not as good..”

VinilVijayan

Senior Architect at Marlabs Inc.

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“The response time for support needs to be better. They're pretty fast in responding, but there are many areas they won't cover; it often falls out of scope. While they're good at getting back to us, they're not owning the issue and assisting. .”

Emad UI Haq

Network & Telco Lead at a energy/utilities company with 501-1,000 employees

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“It's very good. They were there when we required some assistance from LogicMonitor. I personally dealt with those cases, and I was extremely satisfied with the kind of response I received. I rate it ten out of ten..”

Yashodhan Atre

Account Architect at Aussie Broadband

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“I rate LogicMonitor support nine out of 10. They have a button on all of the webpages that says "Contact Support," so you can do that online or submit a ticket. Both have worked well..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“They offer various support levels to clients, allowing them to choose the level of service they prefer. Typically, enterprise customers opt for premium support or even higher levels. With round-the-clock availability and resolution within an hour or two, custom support is also available..”

Verified user

Enterprise Account Executive at a computer software company with 201-500 employees

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“The technical support is very good. But the only thing is that if you have some issues with the particular script writing and some customized reports, we have to open the case with them, and that is chargeable. That is what the subscription part is, and what the agreement between our organization and LogicMonitor is, I don’t know. Our dedicated SME handles it in the USA office.

So, if we want to open a case with them, we go to our SME, and they will try to resolve the issue. If not, then it will be chargeable. Last time, we raised some queries, and my management told me that if the query is not solved, open a case, and it will be chargeable..”

Manish Bansod

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Assistant Manager at a construction company with 5,001-10,000 employees

Other Advice

“I rate LogicMonitor eight out of 10. It's easy to add new features to LogicMonitor. They have an active community of users who are willing to share their experiences and how they have extended the solution to do unusual things..”

Henry-Steinhauer

Systems Engineer at LifePoint Health

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“This is a SaaS-based solution. We have URL access to it.

I'd rate the solution eight out of ten overall. I'm happy with its capabilities.

I would recommend it to others as it is a very good tool..”

Vinil Vijayan

Senior Architect at a tech services company with 1,001-5,000 employees

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“The thing is that some features are there, but we have, like, incompetency to add up that feature. So, the product is feature-packed. But some of the features we have to explore still.

Overall, I would rate LogicMonitor an eight out of ten..”

Manish Bansod

Assistant Manager at a construction company with 5,001-10,000 employees

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“They have to first evaluate their options, consider their business requirements, use cases, and fix the purpose. If it is to process, LogicMonitor is definitely a tool to go for.

I rate it ten out of ten.

.”

Yashodhan Atre

Account Architect at Aussie Broadband


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“LogicMonitor offers integrations with various tools, such as data analytics platforms. While some integrations may require additional investment, they provide an open API, allowing custom integrations to be developed. While not all integrations are included for free, many of the leading market tools are supported. I work with clients of varying sizes, including enterprises and smaller businesses. Previously, I mainly worked with enterprise clients, but recently, I've configured the system for smaller businesses.

I rate the overall solution a ten out of ten. Before you buy LogicMonitor, figure out how big your setup is and how many collectors you'll need. Understand your needs and environment well to avoid any complications later on..”

VinilVijayan

Senior Architect at Marlabs Inc.

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“LogicMonitor is a SaaS-based solution, but users can deploy it wherever they want. They can deploy collectors in the cloud, on-premises, on their servers, or VMs. It's flexible in how it can be deployed. However, unlike many other monitoring tools, you don't need to set up a lot of infrastructure.

For an enterprise customer, LogicMonitor may not be considered excessively expensive. It tends to have a higher price tag compared to legacy monitoring solutions, yet it offers more value. Smaller customers with only a few hundred licenses might perceive it as pricier since they have fewer items to monitor and fewer demands. The true value of the solution shines in large, intricate environments where it can effectively monitor hundreds of devices.

In terms of advice, anyone currently using a monitoring solution is likely aware of its shortcomings. I suggest not hesitating to challenge the status quo and explore alternative solutions. LogicMonitor, among others, represents a significant step forward in SaaS-based monitoring solutions. These platforms offer considerable

value with minimal ramp-up time and learning curve. Considering a solution like LogicMonitor, it's crucial to identify the gaps in your current monitoring environment. I encourage you to try it; reach out to a reseller, such as myself, or directly to LogicMonitor to explore the platform. It's one of those situations where seeing is believing; you need to experience the value firsthand.

We haven't had any issues with LogicMonitor. All of my clients have loved it and are renewing their subscriptions. It has been fantastic compared to many other tools we've used, especially in the reusability space.

Overall, I rate the solution a ten out of ten..”

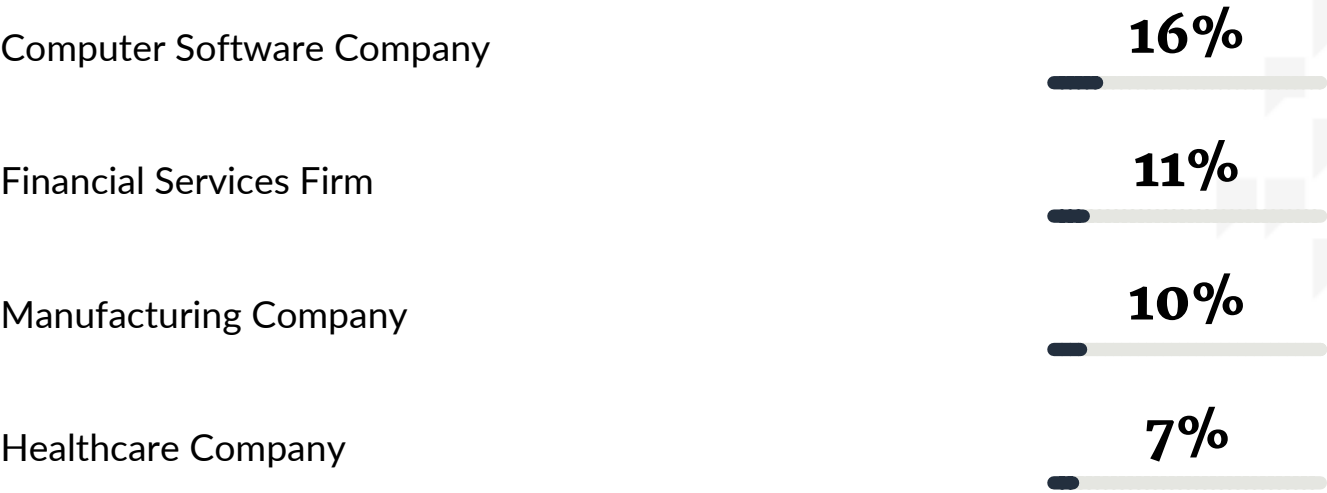
Verified user

Enterprise Account Executive at a computer software company with 201-500 employees

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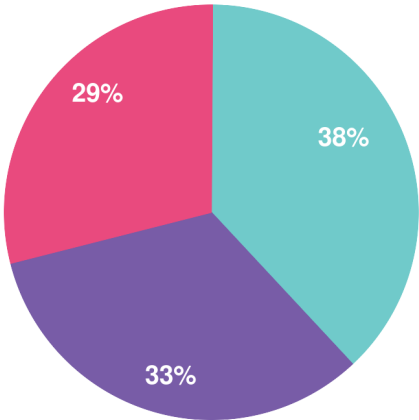
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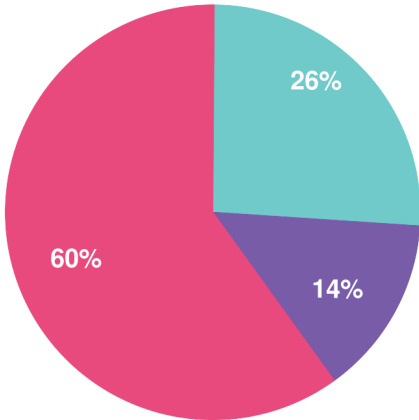
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Large Enterprise Midsize Enterprise Small Business

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