aws marketplace

Komodor

# Reviews, tips, and advice from real users






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# Product Recap

Komodor

# Komodor Recap

Komodor is the missing piece in your DevOps toolchain - offering one unified platform from which you can gain a deep understanding of all of your system events and changes. We integrate with all of your tools, monitor changes and alerts and organize information on a clear digestible dashboard and provide you with the right context at the right time.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- “The most valuable aspect is the speed with which I can narrow down what's going on. Usually, I look at the overview of events and then the timeline of an event and the status of the logs to quickly check what's happening or what has happened.”

Jacek Kisynski

Senior Staff Software Developer at Visier

- “Komodor's multi-cluster centralized event timeline is the most valuable feature.”

Landon Orr

Principal SRE at Cowbell Cyber

- “The more time we use Komodor the more we save. Currently, we have seen around a ten percent return on investment.”


Mark Davydov

Director of Development Operations at Workiz Inc.

"The service overview is definitely the most valuable feature. With it, I can see all the services and see if they're healthy or not without having to go specifically into each workflow individually. It has been immensely helpful for us whenever we've had network issues or other such issues. We've been able to use Komodor and see at a glance where there might be potential issues."

Carsten Skov

DevOps Engineer at a retailer with 1,001-5,000 employees

"The event timeline has been super helpful, enabling us to overlay node events in the same timeline as deployment events... That helps an engineer very quickly troubleshoot without having to do too much digging."

Verified user

Senior SRE at a computer software company with 501-1,000 employees

## What users had to say about valuable features:

"Komodor's multi-cluster centralized event timeline is the most valuable feature. With it, I can have a single pane of glass view of all my clusters at once, and see a timeline of all events.."

**Landon Orr**
Principal SRE at Cowbell Cyber

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"The notifications about deployment and notifications about issues, the ability to view the current status of our services, and the triggering of the jobs themselves are the most valuable features.."

**Mark Davydov**
Director of Development Operations at Workiz Inc.

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“The most valuable aspect is the speed with which I can narrow down what's going on. Usually, I look at the overview of events and then the timeline of an event and the status of the logs to quickly check what's happening or what has happened. There is also a new feature of metrics so that we can see if we did not provision enough resources, and that's why there were issues. Overall, what is valuable are the troubleshooting workflows.

The metrics are a real-time feature, and I look at them to see how the node is doing and whether it is using all the assigned CPU and memory.

The part I like the most about historical data, and what I use most, is the timeline. You can see everything on the time axis and make sense out of it. With a job event, pod event, or node, you have everything lined up rather than querying the Kubernetes cluster by hand or looking at many different logs. That's the main historical feature.

It's a little hard for me to assess how easy or difficult it is to learn Kubernetes using Komodor because I learned it without Komodor. But I can tell from my colleagues who have very little understanding of Kubernetes but who work on the underlying network setup. They were able to troubleshoot with Komodor without an understanding of Kubernetes. They were able to troubleshoot lower-level network issues. So it's definitely way easier than without Komodor, but I'm not sure if it's actually easy.

Onboarding new developers to Kubernetes using Komodor is fairly quick. Once they have a general concept of clusters, nodes, pods, and jobs and understand the process that is actually running on Kubernetes, it's fairly easy. They can find their way around the product and find the information they're looking for..”

**Jacek Kisynski**
Senior Staff Software Developer at Visier

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“The service overview is definitely the most valuable feature. With it, I can see all the services and see if they're healthy or not without having to go specifically into each workflow individually. It has been immensely helpful for us whenever we've had network issues or other such issues. We've been able to use Komodor and see at a glance where there might be potential issues.

It's great to be able to see the historical and real-time data with Komodor because you can see what happened to the workflow when you're trying to understand the current issues with that workflow. For example, you get in to work one day, and there's an issue for which you don't have any context as to what happened in the time leading up to the issue. Being able to see historically what happened, which versions were deployed, and what could have been changed is helpful.

Komodor instantaneously correlates events and pinpoints issues. We haven't seen any delays.

The overall visibility into our nodes is very good. Since we have quite a few nodes, it has been nice to have the overview of the nodes together with the historical view and suggestions as to what might be wrong. There were things that simply weren't apparent to us before we saw the issue in Komodor. We have been able to save a quarter to a half day of work in figuring out what the problem might be.

We have been able to reduce our mean time to repair by about 20% to 50%.

We haven't fully rolled out Komodor to our DevOps staff yet, but we're hoping to see a significant reduction in the time spent on production issues because we can push it to the first and second levels..”

**Carsten Skov**
DevOps Engineer at a retailer with 1,001-5,000 employees

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“The event timeline has been super helpful, enabling us to overlay node events in the same timeline as deployment events. For example, if your deployment goes down for some unknown reason, the event timeline overlays if there was a node that may have had disk pressure or some other issue. That helps an engineer very quickly troubleshoot without having to do too much digging.

Komodor also recently put in an investigation or triaging window. When we first started using it, you really had to dig to find out why things failed, or you had to set up availability monitors to give you some of that information. But now, straight from the event timeline, you can click on a little red icon that indicates that something failed and it gives you a best-effort summary of what it thinks failed, just by looking at the different statuses. They try to trickle the most important things up to the top, while still allowing you to scroll down and dig deeper. That's a very nice feature.

There is also the ability to show differences between deployments. We annotate all of our deployments with some of the Komodor labeling schemes: specifically, the Git repository and Git hash. That way, you can click on any deployment in Komodor and it shows a quick summary of what changed. Sometimes there is only a change in the application code because the base image didn't change. Sometimes, neither one has changed and it's just the deployment descriptor. But we had one problem not too long ago where the engineers and our support team spent a couple of hours troubleshooting. Komodor highlighted a change in the base image, which ended up being a breaking change.

Being able to quickly see those changes is very helpful. That's a valuable feature and shows that having historical information like that is super important.

Another useful feature is the logging. You lose pod logs in the Kubernetes dashboard or if you are using kubectl on the command line. You can't see logs of pods that have been deleted, but Komodor retains them for a small amount of time. If you do a deployment and it gets rolled back and the pods are gone, Komodor still grabs some of that, and you can use that for troubleshooting. That is also a nice feature. .”

**Verified user**
Senior SRE at a computer software company with 501-1,000 employees



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# Other Solutions Considered

"We did a scour of the internet for open-source solutions around the whole landscape of Kubernetes tooling. But we never really found anything else that was compelling.."

**Verified user**
Senior SRE at a computer software company with 501-1,000 employees

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"The better visibility was the main reason we switched to Komodor. Being able to visualize changes to deployments on a timeline is something that our previous solutions did not provide at all. That historical aspect of Komodor is helpful. We never had a tool that could help with a node event and a deployment going down.."

**Verified user**
Senior SRE at a computer software company with 501-1,000 employees

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"We did look at other options, but we're happy with Komodor. Other options pop up, but Komodor's pricing works well for our use case. It's fair, and we appreciate it. A lot of other vendors price their solutions in a way that would cost us disproportionately more money than they should. Komodor's pricing is reasonable in the way they calculate usage and value.."

**Jacek Kisynski**
Senior Staff Software Developer at Visier

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"We used a combination of different tools, including Prometheus, Datadog, Sologic, and Grafana. We also used manual Kubernetes commands and cube ETL commands. Komodor combined five or six observability tools into one, which was a big selling point for us. It replaced our need for a separate tool for logs, metrics, and alerts. We still use our manual Kubernetes commands and cube ETL commands, but we can use Komodor for 95 percent of our work.."

**Landon Orr**
Principal SRE at Cowbell Cyber

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“We evaluated a competitor's open source product. We chose Komodor because it's a standalone product and doesn't rely on any other components being installed in the cluster. You can install the agent, and then you're good to go. That's really nice when it's a product you need to be your fire rescue team.

We also liked that you did not need to integrate Komodor with a Google account. We could have email logins instead. It would simply not have been feasible for us to create Google accounts for all those who need access, which was the case for the open source product..”

**Carsten Skov**
DevOps Engineer at a retailer with 1,001-5,000 employees

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“We evaluated a number of other options before choosing Komodor. At the time, there was no other tool on the market that did everything Komodor does. We found a variety of tools, both on the vendor market and open source, but they all only offered a few of Komodor's features. We were looking for a centralized product that offered all of the features we needed, and Komodor was the only one that met our requirements.

Since then, a few competitors have emerged, including StackState. We don't like StackState as much as Komodor, but it is a competitor that offers similar features.

I really like StackState from an operations view because it has that service mesh feature. Komodor works really well for operations, But my favorite part of Komodor has been the developer enablement, and a huge part of that is how nice the UI design is and how intuitive it is to use. I don't have to teach all my developers how to use it. StackState is great, but it is not intuitive. It's not easy to use. So it would not be a great fit on the developer enablement side..”

**Landon Orr**
Principal SRE at Cowbell Cyber

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# ROI

Real user quotes about their ROI:

"The return on investment is excellent. The biggest factor in the ROI is the reduction in developer hours. We are replacing Datadog with Komodor, which is cheaper and offers similar functionality, but with some additional features. This will save us money in terms of the cost of the subscription, as well as the time that developers spend troubleshooting issues. In addition, Komodor's self-service capabilities will free up our operations team to focus on other tasks. Based on our estimates, we will save enough time in the first month to cover the cost of the subscription. As a result, we expect to see a positive ROI within the first year of using Komodor.."

**Landon Orr**
Principal SRE at Cowbell Cyber

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“We haven't calculated ROI explicitly, but it's definitely worth it.

Realizing the benefits happened fairly fast. It took days and weeks. We had a test deployment, and the benefits were pretty obvious. We had quick access to the tale of the logs of crash pods, et cetera. The value comes pretty fast once you deploy it.

We're not done with our onboarding. We plan to embed it more into our processes, to have it embedded with PagerDuty, et cetera. There are some benefits we have yet to cash in on..”

**Jacek Kisynski**
Senior Staff Software Developer at Visier

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# Use Case

“We have a multi-cluster setup with a lot of workloads being distributed throughout those clusters. Komodor is installed on all our clusters as a base component. We wanted an easy way for operations staff who are not as experienced to be able to look into what might be wrong with workloads across these clusters..”

**Carsten Skov**
DevOps Engineer at a retailer with 1,001-5,000 employees

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“We use Komodor for two prominent use cases. The first is from an operational standpoint. It is our number one troubleshooting tool for our operations teams. The second is developer enablement. We use Komodor to allow developers to interact with their Kubernetes clusters, get alerts, and see what is going on without giving them direct access to Kubernetes. It is very helpful..”

**Landon Orr**
Principal SRE at Cowbell Cyber

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"We didn't have a very good story for our product engineers to help them visualize their application, post-deployment after migrating from Singularity to Kubernetes. Singularity has a nice user interface where they could see the deployments and scale, balance, restart, et cetera. When we moved to Kubernetes, things were more hidden. All we had was the Kubernetes Dashboard, which is verbose and clunky. We were looking for something to help our engineers visualize their deployments and troubleshoot them.."

**Verified user**

Senior SRE at a computer software company with 501-1,000 employees

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“We are an HR analytics company, and we do a lot of data processing. Our customers send us their HR-related data, and we process it so that we can run analytics on it. We process it on Kubernetes clusters, and we use Komodor to monitor our clusters to ensure that the clusters are reliable, to troubleshoot them, and to optimize the setup to make it cost-efficient for us.

My usage of Komodor may be a bit unusual because I go into it to troubleshoot or monitor something. I usually go in with a specific goal of looking at something via Komodor, so I use the workflows more than the dashboards. Either I'm running some process and want to monitor it in Komodor, or there is an incident and I want to find out what's going on via Komodor. I also look at the dashboard, and I can see at times that something does not look quite right. That's useful.

We also use Komodor's integration with Pager Duty to proactively monitor our Kubernetes infrastructure. It is an important part of our overall Pager Duty monitoring..”

**Jacek Kisynski**
Senior Staff Software Developer at Visier

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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.

"The initial setup was straightforward and only took two minutes. The initial deployment required one person but for the full integration, we required three people.."

**Mark Davydov**

Director of Development Operations at Workiz Inc.

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"Komodor's initial setup is straightforward. It is one of my favorite features of the product. All you need to do is install a Helm chart. That's it! There is no additional setup required. The deployment took 15 minutes.."

**Landon Orr**

Principal SRE at Cowbell Cyber

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"The initial deployment was very straightforward and took a few hours. Two people were able to handle the deployment.

We installed it on our development cluster for testing, and then we assessed the functionality from there. Once we determined that we wanted to move ahead, we deployed it to all our clusters.

Maintenance wise, we need to update the solution from time to time.."

**Carsten Skov**

DevOps Engineer at a retailer with 1,001-5,000 employees

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“The deployment is very simple. It lines up on Kubernetes. And even though we have a special way of deploying our products securely, it's not an issue. The deployment is quite trivial. It was mostly done by one person.

We tested everything outside of production and gave access to a group of people for evaluation. It was pretty fast. It's so easy to implement that, other than the testing we had to do to make sure it didn't destabilize our system, there wasn't all that much to do.

We have about a dozen users. Anyone from the team that directly works with Kubernetes can have access.

In terms of maintenance, Komodor releases updates to their client. They recently heard feedback that updates were happening too often, so they slowed down the frequency at which they ask you to update. And sometimes there are new features you need to configure, but that's a good thing..”

**Jacek Kisynski**

Senior Staff Software Developer at Visier

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“The initial setup was very straightforward and painless. It was all done in-house. It was just a Kubernetes deployment, a Helm chart, and it was very quick. It was just me involved on our side, our SSO support, and there was somebody involved on the Komodor side. There were other people involved in the proof of concept, giving input and feedback.

There is no maintenance, other than that I have to redeploy the Helm chart whenever there's an update. Because there are updates so frequently, I do that about every month or so.

During the proof of concept, I did a lot of things, such as annotating from our deployment tool and correlating the deployment to changes in Git, which was a super big deal. During that time, the solution wasn't live for any of the users, so we couldn't have seen any value at that point.

But pretty much right when we went live and presented it to the users, they were happy immediately. And every time we've shown it for troubleshooting in our support channels, and we show a screenshot, people always say, "Wow. What tool is that and how do I get into it?" It has been nothing but a delight for all of our engineers from day one..”

**Verified user**

Senior SRE at a computer software company with 501-1,000 employees

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# Customer Service and Support

“There is a shared Slack channel, so I would call that support. And there is a Help feature in the app itself. Their support is very responsive and they get back to us right away. I've never had anybody as responsive as they are..”

**Verified user**
Senior SRE at a computer software company with 501-1,000 employees

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“Komodor is very responsive to our company's feedback and what we would like to see.

Their support is very responsive and friendly. Our relationship with anyone from Komodor is very good and enjoyable..”

**Jacek Kisynski**
Senior Staff Software Developer at Visier

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“I work directly with Komodor's product team. We meet every other week. If we need support, we have a shared Slack channel where I can ping them whenever we have an issue. Issues are almost always resolved within 24 hours, if not within hours.

The only issue I've had with technical support is their availability during certain times. They are based in Israel, so for our West Coast team, it can take until the next day to receive a response, depending on the overlap between our working hours. Therefore, the only real issue is their time zone availability..”

**Landon Orr**
Principal SRE at Cowbell Cyber

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# Other Advice

“If you want to build a container solution in-house or leverage open source tools, you really need to think about the components you put into your in-house solution. Open source tools can definitely give you an edge in terms of the ability to look behind the scenes. You can get really far with open source products.

If you are considering using Komodor, my advice would be to try it out. Then, you'll be able to see what it can do and be convinced that it is the way to go. Overall, I would rate Komodor at eight on a scale from one to ten with one being the worst and ten being the best..”

**Carsten Skov**
DevOps Engineer at a retailer with 1,001-5,000 employees

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“I give the solution a nine out of ten.

The difference between building a container solution in-house or leveraging open-source tools really depends on whether we can find something that meets at least 90 percent of our requirements. If an open source tool fits our needs, we should use it; however, if we cannot find a suitable system, we may need to develop something in-house.

It took a couple of months to realize the full value of Komodor; some benefits were immediately apparent, however, to gain the full value, we had to put in some effort.

The solution does not require any maintenance, just a few updates when new features are added.

If our drop team spends a lot of time helping developers identify where things went wrong, we will use Komodor as it will save us time and will give our DevOps team more time to implement solutions rather than troubleshoot issues in the cluster..”

**Mark Davydov**
Director of Development Operations at Workiz Inc.

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“If someone wanted to build a container solution in-house or leverage open source tools, it would cost them a lot of money. Maybe some of the biggest software companies in the world can afford that, and it's worth it for them, but for a company like ours—and we are not a small company—it still makes sense to buy rather than build on our own.

My advice is that Komodor is just easy. It's worth trying, and there is a very low cost to trying it. You shouldn't shy away from giving it a try and showing it to

developers and anybody who is interested in knowing about both the underlying cluster as well as the applications that run on top of it.

You should have an understanding of how much time you spend troubleshooting and how many people actually have access to Kubernetes. Is it a closed environment that is a black box for developers? Analyze and be aware of the problems you actually have and how things could look better, in terms of usage of Kubernetes, in the ideal world. Komodor will help you get there.

Everything is easier in Komodor than using Kubernetes on its own. I can see the changes in the solution and how the product is getting easier to use, even over the relatively short period that we have been customers. I can see improvement and that it's getting more and more user-friendly.

In terms of the effect of Komodor on our longer-term strategy for digital transformation or cloud migrations, it is a bit early to tell. We haven't made any decisions yet about moving more of our computation onto Kubernetes, but Komodor definitely makes it easier. The argument that Kubernetes is difficult to understand isn't as strong. It removes barriers, but so far, it has nothing to do with Komodor or Kubernetes. We just haven't had an opportunity to make those changes. We haven't discussed it. But I'm quite confident that it would help us favor Kubernetes.

I give Komodor a strong eight out of 10. It's growing. I know it will go higher. .”

**Jacek Kisynski**
Senior Staff Software Developer at Visier

Read full review

“I give Komodor a nine out of ten.

If someone is comparing Komodor to open source tools, my biggest point to them

would be that open source tools can work well, but they will have to maintain multiple different tools from multiple different vendors to get the features that they get with Komodor in a single solution. So, it is up to them how many tools they want to manage. We made the decision to move from a large stack of open source tools to a single one because it really helped with our ease of management. We no longer have to manage so many different services. Komodor is self-service. A lot of those other tools we bring in-house require a lot of work to scale and upgrade, but Komodor we don't worry about it. The solution is dead simple, and I've never had to do any kind of maintenance with it. It just works.

I have used Komodor in two organizations. In my first company, it took five to six months for Komodor to be fully adopted by developers. This was because Komodor was a new product, and the company was still working on it. In my most recent organization, Komodor was adopted within less than a quarter. This was due to a number of factors, including the fact that Komodor was now a more mature product, and the company had a strong focus on developer productivity. A big part of Komodor's success in my most recent organization was its self-service capabilities. This meant that developers could easily get started with Komodor without having to rely on IT support. If we had really sat down and implemented Komodor and evangelized it, we would have seen a return within the first three months.

The maintenance is simple. We update the Helm chart once a quarter, which takes five minutes. Komodor is deployed across all of our locations.

First, take inventory of the observability that their current existing products, both open source and vendor, provide. Then, try Komodor, which is incredibly easy to try out, and see what it replaces. I would also suggest involving their developers in the evaluation process. When we evaluated Komodor, we treated it as an operations observability tool, not a developer-enabling tool. However, it has since morphed into being a developer-first and observability-second tool because it is so helpful. Therefore, make sure that both operations and developers are involved in the trial.."

**Landon Orr**
Principal SRE at Cowbell Cyber

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“We have a whole bunch of steps just to onboard somebody into Kubernetes, and Komodor has nothing to do with that process. Even after an engineer has deployed Kubernetes, they still haven't really learned anything about Kubernetes, but Komodor allows them some visibility into things without having to know too much about their deployment and their logging.

However, the learning curve for Komodor is super low. We just tell people, "Go here," and their reaction is "Wow." And if somebody asks a question on one of our support channels, our support engineers will use Komodor to find something, send a screenshot and a link, and people will say, "Wow. What tool is that? That's really neat." We generally don't have to teach anyone at all to use Komodor. We did a presentation or two when we first went live with it, but we have had a ton of new users since then, and we never get questions on how to use the tool. Everybody is very happy with it.

Regarding the Komodor Helm Dashboard feature, that used to be a whole separate service and we were not interested in investing our time and energy into deploying it. They have since integrated it into Komodor and it is very helpful, but don't know how much our users use it. Our product engineers aren't necessarily aware of the Helm layer. They don't really know that their deployment is actually six or seven different Kubernetes resources. They don't really see things that way or know all the different pieces of the puzzle. Some of them do, but not all of them, and they're not required to know that.

Helm is important from the support side, for myself and other support engineers. But the only time, even on the support side, that we need to know anything about Helm is when we need to uninstall something. If we don't want to delete the deployment resource, we need to do Helm uninstall.

The Helm dashboard is interesting, but it doesn't really solve anything for us. And that's by design. We want things to be as simple as possible for them. We don't want them to have to know what all these things are.

My advice would be don't overthink it. It was so easy to onboard. It's definitely worth it in the long run.

I was heavily involved at the beginning, getting us onboarded with Komodor, but the great thing about it, and this speaks volumes about the organization and the product they have made, is that it does a great job running itself, and the users are very happy with it.."

**Verified user**
Senior SRE at a computer software company with 501-1,000 employees

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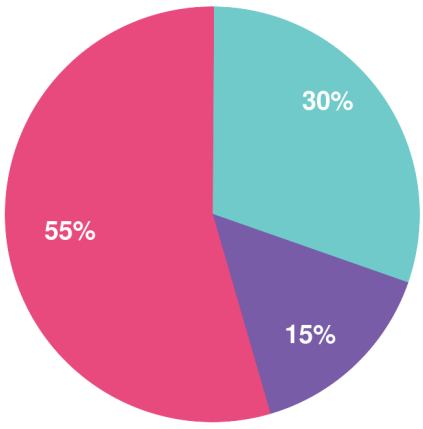


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## PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944