

aws marketplace

Grafana

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10 - 12

ROI..... 13

Use Case..... 14 - 17

Setup..... 18 - 20

Customer Service and Support..... 21 - 23

Other Advice..... 24 - 27

Trends..... 28 - 29

About PeerSpot..... 30 - 31

Product Recap



Grafana

Grafana Recap

Grafana is an open-source visualization and analytics platform that stands out in the field of monitoring solutions. Grafana is widely recognized for its powerful, easy-to-set-up dashboards and visualizations. Grafana supports integration with a wide array of data sources and tools, including Prometheus, InfluxDB, MySQL, Splunk, and Elasticsearch, enhancing its versatility. Grafana has open-source and cloud options; the open-source version is a good choice for organizations with the resources to manage their infrastructure and want more control over their deployment. The cloud service is a good choice if you want a fully managed solution that is easy to start with and scale.

A key strength of Grafana lies in its ability to explore, visualize, query, and alert on the collected data through operational dashboards. These dashboards are highly customizable and visually appealing, making them a valuable asset for data analysis, performance tracking, trend spotting, and detecting irregularities.

Grafana provides both an open-source solution with an active community and Grafana Cloud, a fully managed and composable observability offering that packages together metrics, logs, and traces with Grafana. The open-source version is licensed under the Affero General Public License version 3.0 (AGPLv3), being free and unlimited. Grafana Cloud and Grafana Enterprise are available for more advanced needs, catering to a wider range of organizational requirements. Grafana offers options for self-managed backend systems or fully managed services via Grafana Cloud. Grafana Cloud extends observability with a wide range of solutions for infrastructure monitoring, IRM, load testing, Kubernetes monitoring, continuous profiling, frontend observability, and more.

The Grafana users we interviewed generally appreciate Grafana's ability to connect with various data sources, its straightforward usability, and its integration capabilities, especially in developer-oriented environments. The platform is noted for its practical alert configurations, ticketing backend integration, and as a powerful tool for developing dashboards. However, some users find a learning curve in the initial setup and mention the need for time investment to customize and leverage Grafana effectively. There are also calls for clearer documentation and simplification of notification alert templates.

In summary, Grafana is a comprehensive solution for data visualization and monitoring, widely used across industries for its versatility, ease of use, and extensive integration options. It suits organizations seeking a customizable and scalable platform for visualizing time-series data from diverse sources. However, users should be prepared for some complexity in setup and customization and may need to invest time in learning and tailoring the system to their specific needs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Grafana saves us hours compared to DataDog.”



Omer Cohen

DevOps Team Lead at Kadabra



“Grafana integrates with some of the tools we've chosen beforehand, and while I'm not the right person to elaborate on this since I'm more focused on managing big teams, the teams working with it seem happy.”



Verified user

Director of Engineering at a insurance company with 10,001+ employees



“The main benefits I have seen from using Grafana in my day-to-day activities is the visualization of the metrics, specifically Dora Metrics.”



Adam Russak

Sr. DevOps at a tech vendor with 1,001-5,000 employees



“The features I appreciate most are the dashboards and the integrations with multiple data sources.”



Nadav Weidman

DevOps Engineer at Vimeo, LLC



“Grafana provides a user-friendly interface for viewing infrastructure metrics through dashboards.”



Vikash-Agarwal

Application Architect at Amazon



“I find Grafana beneficial due to its numerous plugins.”



Abdul Rahaman Abdul Rahim Lee

BI and Analytics Engineer at Sandvine Inc



“Grafana is stable and has great engineers.”



Mbula Mboma

AWS Cloud Re-Start Program Specialist at Orange RDC (Congo)

What users had to say about valuable features:

“I find Grafana beneficial due to its numerous plugins. Its alerting feature is effective because it allows me to set thresholds to send an email if a certain threshold is met. User management is good, and the administration features enable me to control user access..”

Abdul Rahaman Abdul Rahim Lee

BI and Analytics Engineer at Sandvine Inc

[Read full review](#) 

“The features I appreciate most are the dashboards and the integrations with multiple data sources. The feature that sets Grafana apart from its competitors is how easy it is to set up data sources. The integration helps our organization in centralizing and analyzing data from diverse sources..”

Nadav Weidman

DevOps Engineer at Vimeo, LLC

[Read full review](#) 

“The main benefits I have seen from using Grafana in my day-to-day activities is the visualization of the metrics, specifically Dora Metrics. Instead of saying 'I feel the team is developing bad or slow,' you can actually have metrics to support that. You can actually show that this team could work better here, in this case, or needs to focus more on peer reviews or on deployments. The visualization of the data is key..”

Adam Russak

Sr. DevOps at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“Grafana provides a user-friendly interface for viewing infrastructure metrics through dashboards. It integrates with Prometheus to pull data and offers a straightforward setup process.

Users can monitor metrics with greater ease, and the tool aids in quickly identifying issues by providing a visual representation of data. Grafana's integration capability is straightforward, which facilitates building dashboards as needed..”

Vikash-Agarwal

Application Architect at Amazon

[Read full review](#) 

We use Tempo for tracing and, of course, alerting and monitoring metrics. We've tested some features but we're only using a few of them actually, so I can't provide the full range of what different tools Grafana offers as an open-source project, but it's definitely useful for monitoring, alerting, logs, and analysis. Grafana integrates with some of the tools we've chosen beforehand, and while I'm not the right person to elaborate on this since I'm more focused on managing big teams, the teams working with it seem happy. We used to have performance issues, which could be due to running it in an OpenShift environment, but functionality-wise, it seems to be useful, albeit not offering the same power tools as APM such as AppDynamics.

Verified user

[Read full review](#) 

Director of Engineering at a insurance company with 10,001+ employees

“We can find information with Grafana much more quickly compared to DataDog because it was open source and there was extensive documentation about it, enabling us to fetch data or information much more quickly using AI tools. With DataDog, they always wanted us to have a meeting or talk with us on a call. It was redundant. We just wanted to get to the solution without making a big deal out of it.

“Grafana saves us hours compared to DataDog. It takes about two weeks to figure out what is going on with DataDog, but with Grafana, we just started to initialize the service, had a few issues, fixed them, and that was it. I did not have any major problems that forced me to halt everything in my work. It cost me hundreds of hours with DataDog because I needed to see all the documentation and all the special caveats they have there..”

Omer Cohen

[Read full review](#) 

DevOps Team Lead at Kadabra

Other Solutions Considered

“We used native dashboards and graphs of another system we use. We use Zabbix for monitoring but we added Grafana to add more visualization flexibility..”

Faustine Chisasa

System Administrator at TZ Telecom Ltd.

[Read full review](#) 

“We used to use a different solution. It had very specific tools for fixed message monitoring, among other features, that were useful for finance companies. Grafana doesn't have much that tailors to our sector. .”

Verified user

Information Technology Operations Manager at a financial services firm with 10,001+ employees

[Read full review](#) 

“Compared to Elasticsearch, ELK Stack, and Logstash, Grafana is pretty strong. Grafana is way ahead of its competitors. SigNoz is also an alternative to Grafana and Prometheus. SigNoz is pretty easy to set up..”

Stephen Fernandes

senior managing partner at a non-profit with 1-10 employees

[Read full review](#) 

“My company chose Grafana over other products in the market considering its integration capabilities with Zabbix, good documentation, and the many topics about the tool that are available on the internet..”

Łukasz Zawrotny

System Engineer / Systems & Storage at Vernity

[Read full review](#) 

“The reasons for moving from Grafana to Datadog include the fact that Datadog is a SAS solution, and we don't need to manage it. I was told, and as I mentioned I'm kind of new, there was already Datadog running, so it's not creating a new one but just moving the data. The main benefit of Datadog versus Grafana is the ease of creating a dashboard, which is just simple for the user..”

Adam Russak

Sr. DevOps at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“Grafana is easier to sell to management compared to Datadog and other solutions because it has an open-source tier, which makes it easier.

“If I'm coming as a personal user, then Grafana is the best solution out there right now. But if we're looking at it as an enterprise, then when money is less of an issue, Datadog is much easier to use and implement than Grafana..”

Adam Russak

Sr. DevOps at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“All of us in the company have been utilizing Grafana and appreciating its results. Grafana is cost-effective and has provided us with a clear, comprehensive view of our applications, infrastructure, and more..”

Verified user

Software Engineer at a retailer with 10,001+ employees

[Read full review](#) 

“I can confidently say we have a 100% return on investment. Grafana has greatly enriched our data visualization and analytics. We see the prospect of it appealing even to more senior management. They may not be quite technical, but they appreciate having data nicely visualized so they know what is going on..”

Faustine Chisasa

System Administrator at TZ Telecom Ltd.

[Read full review](#) 

Use Case

“We use it to monitor user behavior. We have AI LLM models in NVIDIA Triton. NVIDIA Triton gives us some metrics. These metrics are integrated with Grafana and Prometheus. We monitor user traffic to visualize metrics like p99 latency, increase in user and CPU performance, utilization of the GPUs, RAM utilization, and CPU utilization..”

Stephen Fernandes

senior managing partner at a non-profit with 1-10 employees

[Read full review](#) 

“My main use case is monitoring. We use a lot of different products for monitoring, but Grafana is specifically for monitoring Kubernetes. We use Grafana mainly for Prometheus..”

Nadav Weidman

DevOps Engineer at Vimeo, LLC

[Read full review](#) 

“I use Grafana mostly for monitoring purposes, such as tracking errors or alerts. When certain thresholds of warnings or errors are breached, Grafana sends me an alert because I am supplying it with data. Another use case I have is monitoring CPU usage and bandwidth..”

Abdul Rahaman Abdul Rahim Lee

BI and Analytics Engineer at Sandvine Inc

[Read full review](#) 

“The primary use case for Grafana is to display data from Prometheus in a graphical user interface for easy monitoring and analysis of metrics. It is used for end-to-end tracing of applications and integrates with AWS services..”

Vikash-Agarwal

Aplication Architect at Amazon

[Read full review](#) 

We actually work with BMC and similar solutions, and while I wouldn't say that they are the same as a full, fully-fledged APM, we're working our way up using open source and everything, so I don't know how far we'll get with that. We're a government agency, and although these costly tools are very efficient and useful, it's hard for me to convince the organization about that, especially since we're not allowed to use public cloud solutions, so we have an on-prem solution, which makes us a demanding customer. We use BMC Helix with the AIOps solution, and while all of these are public domain knowledge because we have to be open with how we procure and purchase our services, I am not the one who would purchase such a system. I would be the customer to it and someone else would host it, while I work more with observability, such as the Grafana stack and the cloud-native solutions. We're working with Grafana more actively now for maybe a couple of years, and we are looking at Tempo and the tracing solutions to see if it will scale. We have metrics back-ends and everything, and we're basically late-stage discovery, early-stage implementation at large scale, with 1,400 people in our tech organization and a 14,000 people organization, where the technology side is just 10%. We get alerts from the alerting tools, and we act on them. I'm looking now at logs, Grafana, trace profiles, and while we're not yet into AI/ML and root-cause analysis, we do focus on alerting and, to some extent, plugins and app observability, mainly utilizing the basics for now.

Verified user[Read full review](#) Director of Engineering at a insurance company with 10,001+ employees

“We manage log processing with Grafana because we found that it is much easier for us to manage it on our infrastructure on AWS. We can maintain all the things we do not need. DataDog told us we have to wait and that they need to provide features we need to develop, so it does not suit our needs.

“We are still using DataDog, but for important assets that we need to analyze the logs, we send it to Grafana.

“The challenges we face with DataDog compared to Grafana include the need to analyze very important brands, network trafficking, and maintaining many websites, most of which are very important domains that cost a lot of money, so we are getting attacked each day and we need to analyze all of the logs. Sometimes we have false positives and things similar to that, so we have to make sure that we are doing the correct decision of blocking or trying to mitigate attacks. Using the logs with Grafana it is much easier for us to analyze rather than DataDog. DataDog has their own language and they want you to plot things with their own vocabulary. We do not have time to memorize things. We especially wanted to use something that was open source at the beginning, and then other people started using it, took that product and modified it for extra cost, but it is a better solution for us.

“We switched from DataDog to Grafana because we wanted to reduce the logs costs, as we are streaming approximately five million logs or even less..”

Omer Cohen

DevOps Team Lead at Kadabra

[Read full review](#) 

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 is not overly complicated nor excessively straightforward. It's a manageable process that involves following a step-by-step approach..”

Hasan Dawood

Cloud Engineer at REDtone Digital Services

[Read full review](#) 

“The initial setup is straightforward. You simply see what you want to do. You want to add a row. You want to add a panel. So it's easy for me to set it up. .”

Prashant-Sharma

Senior Software Engineer at a retailer with 10,001+ employees

[Read full review](#) 

“Setting up Grafana is moderately difficult, especially writing query languages and custom metrics. Creating custom metrics requires writing new query language at the server level, which can be challenging..”

Verified user

[Read full review](#) 

Senior Site Reliability Engineer at a tech vendor with 10,001+ employees

“The initial setup was straightforward, however, some resource optimization and tuning were needed. We have experienced professionals in tuning OS systems and application resources so it was not too complex for us..”

Faustine Chisasa

[Read full review](#) 

System Administrator at TZ Telecom Ltd.

“We have good Docker experience, so the setup was pretty straightforward. We had to run a couple of Docker commands. We integrated everything with Docker Compose. As we scale up, the setup will get complicated. If the number of users increases, we might consider switching to the cloud..”

Stephen Fernandes

[Read full review](#) 

senior managing partner at a non-profit with 1-10 employees

“I initially learned to use Grafana by working locally and seeing how it works and presenting a proof of concept. We started to make a small plan of how we could make the change, how to deploy the switch, making the changes and checking it in other environments that we have. We are working with Agile, so I have to work with development first and then we are staging it. It is a long process but eventually we made the switch quite quickly, it was just a simple day when we deployed it..”

Omer Cohen

DevOps Team Lead at Kadabra

[Read full review](#) 

Customer Service and Support

We might have gotten help from technical support, but I'm not sure how much since I haven't seen an invoice for purchasing support, so it's probably community open-source style.

Verified user

Director of Engineering at a insurance company with 10,001+ employees

[Read full review](#) 

“The team that is implementing the solution has relied quite a bit on the support and forums, and so far, it has been helpful. So far, we are satisfied with the level of support on offer. .”

Verified user

Information Technology Operations Manager at a financial services firm with 10,001+ employees

[Read full review](#) 

“For open source, Grafana does not have technical support. It has an open forum where you can post your questions, and they will respond to you. However, their response on the open forum was good. Being an open-source solution, having a big community to support is an added advantage compared to other tools..”

SandeepSrirangam

Staff Engineer at Project44

[Read full review](#) 

“The customer support team of Grafana is available for the enterprise and pro versions. However, there is a vast community of Grafana users, and if you require any help, you can post your query, and you will undoubtedly receive an answer. Most likely, your question may have already been asked and answered in the community forum, so checking there first is worthwhile..”

Sarthak Kushwaha

Software Development Engineer I / Backend Engineer at Primathon

[Read full review](#) 

“I do not use Grafana's support for technical issues because I have found solutions on Stack Overflow and ChatGPT helps me as well.

“On a day-to-day basis with Grafana, I tend to refrain from using their support, not because of their level of professionalism..”

Omer Cohen

DevOps Team Lead at Kadabra

[Read full review](#) 

“I'm not familiar with Grafana's feature in terms of community and documentation since I've been here only a few months. The community provides extensive knowledge about Grafana. You will get faster answers about Grafana than about Datadog from the community.

“My advice for people who are new to Grafana or considering it is to reach out to the community mainly, as that's the primary benefit of Grafana..”

Adam Russak

Sr. DevOps at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

Other Advice

I would probably recommend Grafana for monitoring and analytics tasks, but since I haven't really pushed it to the limits from a non-functional perspective, I would hesitate if someone from a high-scale Telco environment asked for my recommendation. I rate Grafana a six out of ten.

Verified user

Director of Engineering at a insurance company with 10,001+ employees

[Read full review](#) 

“I end up using my own customized open-source visualization tool instead of Grafana. Most of the time, I deal with technical aspects.

I rate the overall product seven out of ten..”

Abdul Rahaman Abdul Rahim Lee

BI and Analytics Engineer at Sandvine Inc

[Read full review](#) 

“[Make](#) the interface intuitive and user-friendly. [Highlight](#) features clearly on the interface so that users can easily find and access them.

I'd rate the solution four out of ten..”

Mbula Mboma

AWS Cloud Re-Start Program Specialist at Orange RDC (Congo)

[Read full review](#) 

“Managing and maintaining Grafana is kind of managing another application; as far as Grafana itself, you don't have much to do. It's mostly about the infrastructure, resources, and if you're deploying it in high availability, maybe more instances. So it's mostly infrastructure work and less about Grafana itself.

“I rate Grafana an eight out of ten..”

Adam Russak

Sr. DevOps at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“We centralize all the metrics from Prometheus and also from [Graphite](#) and all other data sources. We have dashboards to integrate Grafana's real-time metrics with visualization capabilities. We're not using Grafana's role-based access control and multi-tenancy features.

“Seeing the metrics helps in finding issues, such as memory leaks or spikes and some optimization. We use Grafana on a day-to-day basis to get a better look at our environments and the usage of our resources.

“We don't use Grafana for alerting, just for visualization. For alerting, we have different tools. On a scale of 1-10, I would rate Grafana as 8.5..”

Nadav Weidman

DevOps Engineer at Vimeo, LLC

[Read full review](#) 

“My recommendation for future users of Grafana is that it is all great. I am hoping that all the companies, at least the open-source projects, do not go closed source because then users will have to find something else. That is what we love to do – we love to use open source projects and improve them for our usage, not something that follows an agenda of another company's product.

“My recommendation to other users of Grafana is to not be afraid and always look online. I started using it a long time ago for different projects. Users need to learn about the basics before they can really understand what is going on. There are people who start the self-hosted web server and see all the metrics going to their server, but they do not really understand what is happening, they just see a small count of the graph. Users need to understand that configuration is necessary. I experienced this when I started and was clueless, thinking of going to DataDog. Then I realized I just did not understand it correctly – there is much more once you see a bigger horizon of things that you could do.

“Overall rating: 8/10.”

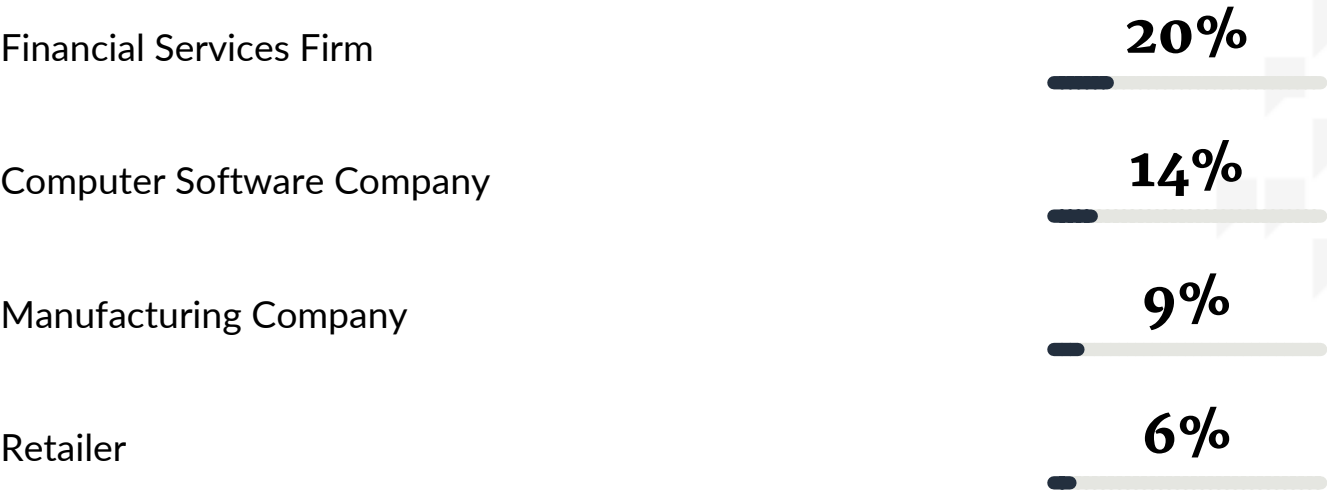
Omer Cohen

DevOps Team Lead at Kadabra

[Read full review](#) 

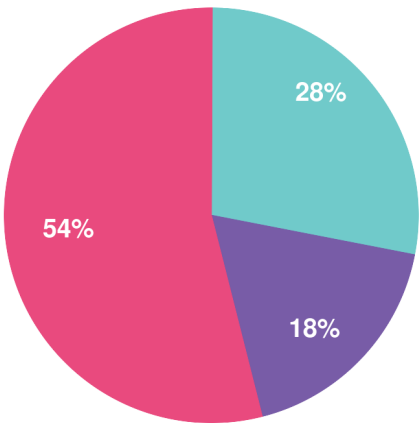
Top Industries

by visitors reading reviews

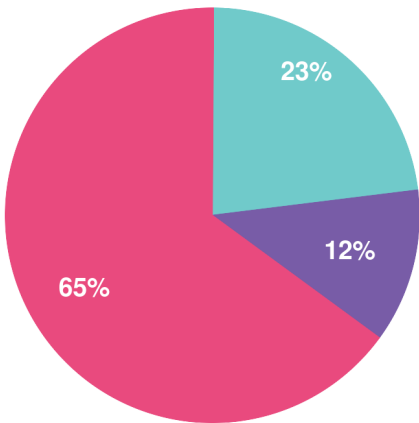


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

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

reports@peerspot.com

+1 646.328.1944