aws marketplace

Apache SkyWalking

Reviews, tips, and advice from real users






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Product Recap

Apache SkyWalking

Apache SkyWalking Recap

Apache SkyWalking is a versatile open-source tool used for monitoring and analyzing the performance and behavior of applications in distributed systems. It enables tracking requests, identifying bottlenecks, and troubleshooting issues in real-time, while also monitoring microservices, logs, and server metrics.

With its comprehensive monitoring capabilities, flexible architecture, and powerful visualization tools, Apache SkyWalking provides actionable insights and enhances overall application performance.

Its user-friendly interface and intuitive dashboards make it easy to understand and analyze complex data sets.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Apache SkyWalking is a very nice tool and an exceptional tool for managing volume and complex architecture on AWS without the prohibitive cost of commercial suites."

Verified user

Software Engineer at a tech vendor with 10,001+ employees

- "Apache SkyWalking has positively impacted my organization by reducing the time of the team so that they can put in more efforts into their other tasks, saving a lot of time, improving our SLA in resolving any issue, providing good RCA analysis to the leadership team, and helping us in monitoring the entire health in a shorter time span."

Aditya Bhatt

Sr. Project Delivery Lead | Sr. Technical Lead at a manufacturing company with 5,001-10,000 employees

- "Apache SkyWalking has significantly improved application visibility and reduced troubleshooting times while enhancing security reliability."

Rajeshk Kumar Nayak

Solution Architect at Dhanyaayai enterprise private limited

"Using Apache SkyWalking has had a positive impact on my organization because it has enabled us to identify the causes of various problems more quickly."

Jaroslav Fikker

System Engineer at a tech services company with 201-500 employees

What users had to say about valuable features:

"The best features that Apache SkyWalking offers are its user interface with graphical panels and charts. What I appreciate most about the user interface and panels is the ability to use different time periods in the chart and track resource consumption over time.

Using Apache SkyWalking has had a positive impact on my organization because it has enabled us to identify the causes of various problems more quickly. Identifying causes is now approximately five times faster than before.."

Jaroslav Fikker

System Engineer at a tech services company with 201-500 employees

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"Apache SkyWalking offers several best features including distributed tracing across microservices, real-time application performance monitoring, service topology visualizations, Kubernetes and cloud native integrations, and low monitoring overhead. The platform is open source and has a highly scalable architecture.

"Service topology visualizations represent the most valuable feature. It provides complete visibility into how requests move between services, making troubleshooting significantly faster and reducing the time required to identify the root cause analysis and performance issues.

"Apache SkyWalking has significantly improved application visibility and reduced troubleshooting times while enhancing security reliability. Operations teams can proactively detect issues before they affect customers, leading to better service quality and improved user experience. I have achieved approximately 50% reduction in troubleshooting time, a 30% improvement in incident resolution speed, faster root cause identification, and improved application uptimes. Additionally, reduced mean time to resolution (MTTR) represents specific outcomes and metrics I can share.

"Apache SkyWalking provides strong observability and monitoring capability. From a governance and security perspective, it supports secure communications, role-based access controls (RBACs), and data collection controls. Organizations can implement security best practices to ensure compliance and meet governance requirements.."

Rajeshk Kumar Nayak
Solution Architect at Dhanyaayai enterprise private limited

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“Apache SkyWalking provided full visibility into the black hole because before using it, we could not see what was happening when a request left Amazon EKS and went to our on-premises legacy databases. Apache SkyWalking's distributed tracing correlates these two worlds in a single view, showing us that 40% of the latency was actually happening in the network hop between the cloud and the physical data center, not in the code itself.

“Second, it exposes hidden architectural flaws. By using the automatic dependency mapping, we discovered that some microservices were stuck in a cyclic dependency which was documented nowhere. This visual evidence allowed us to refactor the logic and immediately increased our throughput by 30%.

“Apache SkyWalking gave us database-level insight without database access. Through its slow query monitoring, the Java agents captured the exact SQL statements that were hanging during peak sales hours. This meant our developers could fix the exact line of code or index without needing to wait for a DBA to pull logs, reducing our mean time to resolution.

“There are many features that are useful to mention in this case because we obtained different benefits. Apache SkyWalking automatically drew the topology of the 600 pods where we discovered cyclic dependencies between services that no one had documented before and that were slowing down the system. Another valuable feature is resolving hybrid bottlenecks because we isolated a specific network issue between AWS and the physical data center. Without distributed tracing, infrastructure teams blame Java code and vice versa. Database tuning is also important because thanks to slow query metrics captured by the agent, we identified and rewrote the SQL queries that most impacted performance during sales peaks..”

Verified user

Software Engineer at a tech vendor with 10,001+ employees

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Apache SkyWalking offers the best features for integrating into the IT department to check microservices, the entire end-to-end health of the application, the node, Kubernetes, which queries are running fine, and which queries are running slow. From the SLA side, most queries should get completed within 200 milliseconds. If it is taking longer than that expected time, someone has to take the initiative to see where the room for improvement is.

I have been using Apache SkyWalking while encountering a couple of scenarios in the IT department along with a couple of projects we were working on. That is where I was doing some self-exploration to see how we can try to get through the bottlenecks of the root causes and how we can easily identify what the RCA is, why lots of microservices and APIs are getting failed, and what the bottleneck is. Because that project had a dependency of cross-team members, that is where I got to know about Apache SkyWalking and explored it. It is a really wonderful tool to go ahead with the IT team.

“Apache SkyWalking helps me visualize data and performance by easily visualizing how the entire ecosystem is currently working. For example, if we have lots of Kubernetes containers in place and nodes being interconnected to multiple projects or products inside the organization, manually it is very hard to check out and take the export of the health of the containers and see how the traffic is going through which container is fine or bearing a lot of load and how we can shift it. Manually, it is going to take a lot of time. Visualizing it with the help of Apache SkyWalking is going to be a game-changer in such a way, reducing your time on that. You can easily visualize how the entire ecosystem is currently working. You can see where the current health is pretty much good and where the health of the system is degrading so that concern can be put into that sector as soon as possible.

“Apache SkyWalking has positively impacted my organization by reducing the time of the team so that they can put in more efforts into their other tasks, saving a lot of time, improving our SLA in resolving any issue, providing good RCA analysis to the leadership team, and helping us in monitoring the entire health in a shorter time span. .”

Aditya Bhatt

Sr. Project Delivery Lead | Sr. Technical Lead at a manufacturing company with 5,001-10,000 employees

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Other Solutions Considered

"Before Apache SkyWalking, we used Broadcom CA Spectrum. We decided to switch from Broadcom CA Spectrum to Apache SkyWalking because of the license cost, as Apache SkyWalking is free.."

Jaroslav Fikker
System Engineer at a tech services company with 201-500 employees

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ROI

Real user quotes about their ROI:

“The biggest impact is the features that allow us to stop the blame game between the network, cloud, and database teams. By looking at the colored lines on the topology map, which turn red when latency exceeds our threshold, we can instantly see exactly where the bottleneck is located. It transforms a four-hour investigation into a five-minute visual check, and that is the key factor in improving our MTTR and increasing the system's overall throughput by 20-30%.

“The mean time to resolution, the time to diagnose a critical incident, drops from four hours to less than one hour and 45 minutes. Coverage also increases; we went from siloed visibility to 100% tracking of critical payment transactions. These are our success metrics..”

Verified user
Software Engineer at a tech vendor with 10,001+ employees

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Use Case

"My main use case for Apache SkyWalking is a project that started in 2023 for a retail client facing serious performance issues on their new distributed architecture on AWS. The technical criticality is clear. We have an observability black hole on a high-traffic payment flow where we cannot distinguish if latencies are caused by microservices on Amazon EKS or by calls to legacy on-premises databases. We chose Apache SkyWalking through the AWS Marketplace to integrate it immediately into the existing infrastructure with the goal of monitoring a massive environment consisting of over 80 microservices and about 600 active pods. This solution allows us to manage and analyze volumes in the order of 50 million traces per day, correlating every single end-to-end transaction in real time from front end to database and pinpointing bottlenecks that are invisible with traditional logging systems.."

Verified user

Software Engineer at a tech vendor with 10,001+ employees

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"Apache SkyWalking is my primary tool for application performance monitoring and distributed tracing. On a daily basis, I use Apache SkyWalking to monitor application health and trace requests across microservices to identify performance bottlenecks, monitor response time, and troubleshoot application issues before they impact end users.

"In an e-commerce deployment consisting of multiple microservices such as user management, product catalog, payment gateways, inventory, and order processing, Apache SkyWalking provides end-to-end request tracing. When a customer places an order, I can track the request as it travels through each service. If latency occurs in the payment services or inventory databases, Apache SkyWalking immediately identifies the affected component and helps us resolve issues much faster.

"Apache SkyWalking provides visibility into complex distributed systems where traditional monitoring tools often struggle to pinpoint root causes.."

Rajeshk Kumar Nayak
Solution Architect at Dhanyaayai enterprise private limited

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My main use case for Apache SkyWalking includes not only monitoring microservices and APIs but also managing the entire health of the application. I will explain the domains and backgrounds where we currently use it. It does more than check microservices or heavy queries. It can be integrated from the IT point of view, where your IT team can easily integrate it on the DevOps side or where applications are being deployed. It is widely used for managing the entire health of the application, checking the current status and health of the application, and how your services are currently running. When I mention services, this essentially means your queries, including database queries or backend logic that has been written to perform either up-syncing or down-syncing of data into the database or retrieving something, updating or inserting queries. Apart from that, it can be used for checking how your APIs are working, such as out of multiple API calls, how many are succeeding versus failing. If there is a particular timeout, I can see the frequency of recurrence and the time duration of the timeout or how long the network is unreachable.

Even in payment applications where we have multiple applications, some related to payment processing may be failing or insert queries may not be working. There could be multiple layers on the backend side of the architecture design, and during issue resolution, it is very difficult to analyze where the actual pain point area is. Apache SkyWalking really helps identify that a particular API call failed on the payment side, perhaps deep down three layers in the architecture design, so you can see that it is failing because of a specific reason, such as network timeout, unreachable network, the bank server being down, or a third party payment server integration not responding due to heavy traffic load.

“In some other domains, beyond checking health, if your applications or servers are running on pods or Kubernetes containers, you can check the health of your pods as well. We have moved from outsystems to Mendix and other Java hosted applications and .NET, which all utilize Kubernetes and nodes. You can easily check which node is working fine and which is not in good state, how much traffic is currently passing through those containers or nodes, how they are integrated, and which one is responding fine versus not responding well enough. These are many areas where you can easily identify issues with the help of Apache SkyWalking. Because of its open use case platform, it helps from the licensing

point of view and covers a wide area of use cases.

“In terms of projects, I would like to share a couple of examples. One of our patient services applications was facing issues with API failures. It was initially identified that this might be because of Java database upgradation, the fact service getting down, or perhaps a global outage of some database server, so the entire API services was getting affected. Then some fact line services started getting impacted, and because of that, a few of our Mule APIs were not working fine. Since the project had the dependency of cross-functional team members, each team was trying to identify where the actual cause was lying. At a high level, we thought that the Java API might not be connecting properly with the fact API or the Mule API internally calling the fact API, which was not getting reached properly. Someone was trying to reach out to the Mendix team to see if they could figure out and find the logs, and it could be the .NET or other applications depending on what kind of application the team was currently working on. With the help of Apache SkyWalking, you can definitely have this in place and easily identify that for this particular time duration, this was the API call that went off and this was the feature that got stopped, and these are the documents that did not reach properly. You can easily identify the area and reach out to that team, stating that you need to check out these particular APIs, and you can reach out to the support team or the vendor if needed so that on the particular SLA, those can be taken care of on priority.

“Apart from that, there is one more use case I would like to share regarding one of the applications on the local platform we built. Apache SkyWalking can be integrated there also because most of the time when a lot of traffic is coming for a particular second, there is sometimes a huge spike on Grafana or the logs and it is very hard to see that for a particular instant this much huge traffic is coming while your CPU or memory is quite low. You need to increase your space, but the logging is not able to maintain properly or pods are getting crashed and new pods are getting recreated. It is very hard to identify the logs to understand what is happening. Even in that area, you can easily integrate Apache SkyWalking and easily identify your Kubernetes containers and node health. .”

Aditya Bhatt

Sr. Project Delivery Lead | Sr. Technical Lead at a manufacturing company with 5,001-10,000 employees

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Customer Service and Support

"My experience with Apache SkyWalking customer support has been good. I have contacted the support community several times and the responses have been very quick.."

Jaroslav Fikker
System Engineer at a tech services company with 201-500 employees

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Other Advice

"Apache SkyWalking is a very nice tool and an exceptional tool for managing volume and complex architecture on AWS without the prohibitive cost of commercial suites. I would give this product a rating of 9 out of 10.."

Verified user
Software Engineer at a tech vendor with 10,001+ employees

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Apache SkyWalking integrates with other tools or platforms in my environment easily if you have a good learning curve on that and are able to understand the technicalities. The DevOps team will be able to do that easily.

Apache SkyWalking handles security and compliance requirements in my environment effectively, and I have found it helpful in identifying where the pain point area is while helping us in the RCA.

“My advice for others looking into using Apache SkyWalking is that if someone is really interested in identifying the entire health of the application and how the ecosystem is currently working without giving load to the developers to write down any particular code to check health statuses, they can definitely go with Apache SkyWalking. That helps in identifying the entire thing for their application ecosystem, Kubernetes, cloud services, nodes, and monitoring their microservices call, the API calls, and current functioning. Deep down inside the architecture planning, it helps in identifying and monitoring and managing the entire application, helping you to reduce your SLA in solving out your issues, any kind of hot potato incidents or hot fixes or any impediments which the team is getting blocked with. That is where it helps a lot in identifying the area of improvement and also sharing the reports with the higher leadership team members. I would rate this solution an 8.5 out of 10. .”

Aditya Bhatt
Sr. Project Delivery Lead | Sr. Technical Lead at a manufacturing company with 5,001-10,000 employees

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“The tracing and tracing data generated by Apache SkyWalking is highly accurate and reliable when agents are properly configured. The platform will deliver its best results and consistently provides actionable insights that help operations teams make informed decisions.

“Apache SkyWalking is deployed in a hybrid cloud environment across Kubernetes and OpenShift clusters, with the backend component providing scalability and

high availability.

“Apache SkyWalking is an open-source solution that I deploy directly using Kubernetes manifests, Helm charts, or in some environments, operator-based deployments.

“If you have hosted microservice-based applications in any environment and want to track requests and transactions between microservices, Apache SkyWalking is an advanced monitoring tool that will help monitor microservice-based applications and check application health.

“I would rate this product an 8 out of 10..”

Rajeshk Kumar Nayak
Solution Architect at Dhanyaayai enterprise private limited

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by reviewers

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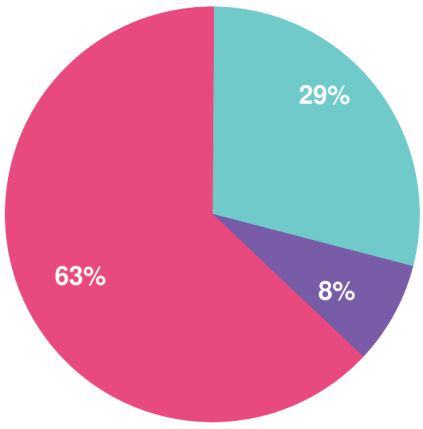

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