

aws marketplace

Arize AI

# Reviews, tips, and advice from real users



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# Product Recap



Arize AI

# Arize AI Recap

Arize AI is a leading solution in machine learning model observability and monitoring, offering real-time insights that empower models to perform optimally. It is designed to enhance model reliability and efficiency by proactively identifying and resolving performance issues.

Arize AI focuses on providing robust tools to ensure machine learning models operate effectively in production environments, addressing challenges in scale and complexity. Known for its seamless integration capabilities, Arize AI enables organizations to track data quality, monitor drift, and maintain model reliability. With advanced features, it improves machine learning outcomes, fostering data-driven decision-making.

## What are the key features of Arize AI?

- **Data Quality Monitoring:** Identifies data inconsistencies and anomalies to ensure reliable predictions.
- **Performance Tracking:** Provides metrics and dashboards for evaluating model performance over time.
- **Drift Detection:** Alerts users to deviations in data distributions that may affect model accuracy.
- **Error Analysis:** Breaks down predictive errors, offering insights for improvements.

## How does Arize AI deliver returns on investment?

- **Increased Efficiency:** Streamlines model management, reducing time and resources spent on manual checks.
- **Enhanced Accuracy:** Proactively improves model predictions, boosting business outcomes.
- **Risk Mitigation:** Detects potential issues early, preventing costly errors and downtime.
- **Scalability:** Supports growing data needs without compromising performance.

Arize AI finds applications across industries. In finance, it enhances fraud detection by improving model precision. In healthcare, it optimizes predictive models for patient outcomes. Retailers leverage it for demand forecasting, while the tech sector uses it to refine recommendation engines. Each implementation centers around solidifying ML model reliability and effectiveness.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Our timely actions, aided by Arize AI, have allowed us to report results with over 99% accuracy, proving it quite useful.”



**Tushar Prasad**

Technical Product Manager at Hireright

- ✓ “Arize AI has positively impacted my organization by reducing most of our manual work, shifting us to complete automation, reducing working hours, and allowing us to focus more on accuracy with less chance of mistakes.”



**Shreya Mangla**

Consultant at a consultancy with 51-200 employees

- ✓ “Arize AI has made leadership more comfortable with introducing AI features by providing better visibility into failures and reducing unexpected issues in production.”



**Hussain Gagan**

FullStack Developer at EnactOn Technologies

## What users had to say about valuable features:

“The most useful feature of Arize AI is its tracing feature, allowing for the inspection of every step in an LLM workflow, which is incredibly valuable. The evaluation tools are also significant for testing output quality. Additionally, OpenTelemetry support is crucial for flexibility, enabling handling of projects using LangChain and custom APIs.

“Arize AI has made leadership more comfortable with introducing AI features by providing better visibility into failures and reducing unexpected issues in production. Debugging production issues is reportedly thirty to forty percent faster, and inefficient workflows have been identified, reducing wasted LLM calls by approximately fifteen percent, thus improving overall efficiency..”

**Hussain Gagan**

FullStack Developer at EnactOn Technologies

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“I can say that the best features Arize AI offers is that I do not need to use multiple software solutions. Suppose I do not need to connect with third-party apps; it is a complete AI team. It is not just one software; it is a complete AI team. I can do anything available from this one software. I need not merge any third-party software. I need not integrate it. All the things that I want to do as an agent, a basic AI agent, I can access Arize AI and create an agent. I can trace from there, evaluate from there, experiment, give a prompt, monitor, and give annotation. All the things are possible.

“The feature I use most often and find the most valuable in my daily work is that the prompt playground is more of a benefit for me. We can give a prompt, set the functions, and see how users interact with it. All these things, and we can target our language from the features. We can send messages also. We can see auto-generated prompts. We can view them from here. We can run two prompts at a time. We can run multiple prompts at a time. I think it is quite useful.

“In the prompt playground, I can see we can do most of the things. We can translate the prompt from one thing to another. We can use any of ChatGPT. We can use any model from the AI, such as GPT, and we can use any parameters. It is not limited to one software. We can change software also. We can use AI bots also from here. I think that is quite useful.

“Arize AI has positively impacted my organization by reducing most of our manual work. We have shifted to complete automation from this. Working hours are reduced and we are more focused. There is less chance of mistakes. We are more focused toward accuracy and can focus more on our work..”

**Shreya Mangla**

Consultant at a consultancy with 51-200 employees

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“Arize AI offers one of the most complete observability solutions for enterprises, providing model drift detection, embedding drift analysis, hallucination monitoring, trace analytics, latency and token monitoring, root cause analysis, and agent execution tracing. It has adopted one of the open-source frameworks, facilitating open telemetry alignment, easy traceability, and prompt inspection, while its visualization layer is quite intuitive, especially trace trees, agent execution graphs, and embedding clusters, which really helps.

“The visualization layer is one of the best features because it gives an overall understanding of how the models are behaving without getting into the details. We can see the trends in the charts, especially the agent graph capability to trace back which agent went wrong, providing a high-level view of its performance and key strengths.

“Arize AI has strong enterprise credibility, with a focus on compliance and governance for large-scale monitoring, and I have generally seen many regulated industries using Arize AI, which I believe is on the right path.

“Arize AI has positively impacted HireRight, particularly because, being a regulated industry, it is vital that our models are working correctly, as any drift or false results can lead to significant penalties. It has helped us monitor key metrics, understand accuracy drift, and assess field level confidence, providing explainability, tracing decision lineage, audit logs, model output retention, and bias monitoring, which helps us get more out of the process. It aids in identifying which types of documents are failing, regions creating maximum exceptions, which models are triggering the most human reviews, and what confidence threshold we should set while tuning those models, making it invaluable for our daily operations..”

**Tushar Prasad**

Technical Product Manager at Hireright

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# Other Solutions Considered

“Before Arize AI, CloudWatch logs, DataDog, and custom dashboards were used. Those tools managed infrastructure issues but were less effective for debugging LLM behavior..”

**Hussain Gagan**

FullStack Developer at EnactOn Technologies

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“LangFuse and LangSmith were considered, but Arize AI was chosen for its stronger observability capabilities at scale, especially for both ML and LLM monitoring..”

**Hussain Gagan**

FullStack Developer at EnactOn Technologies

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“We did not switch from a different solution; we found that Arize AI had the best reviews regarding compliance and experience in enterprise-grade offerings, so we directly purchased it to address our monitoring challenges that were previously manual, expensive, and time-consuming..”

**Tushar Prasad**

Technical Product Manager at Hireright

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# ROI

Real user quotes about their ROI:

“The biggest return on investment with Arize AI is faster debugging, leading to fewer production issues and saving engineering time, rather than direct infrastructure costs..”

**Hussain Gagan**

FullStack Developer at EnactOn Technologies


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“We can say that we hired three members for customer support and built an AI. Those three members were costing us around 60,000, and we spent that amount on this AI, so I think that was good. That is something we reduced..”

**Shreya Mangla**

Consultant at a consultancy with 51-200 employees

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“We have definitely seen a return on investment with Arize AI. It has saved us a lot in penalties, as we identified models drifting due to changes in ingestion and data format. Our timely actions, aided by Arize AI, have allowed us to report results with over 99% accuracy, proving it quite useful..”

**Tushar Prasad**

Technical Product Manager at Hireright

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# Use Case

“My main use case for Arize AI is to create LLM software. Recently, we were looking for an AI agent to automate all the tasks that we were doing manually, such as creating a proper system where we can import data from a software, send direct emails to the system, and get responses to manage all operations. We did not want to hire a team for all that manual work. We preferred building an AI agent, so we used Arize AI and created that automation software to automate all our tasks and save more of our time.

“I can see that Arize AI is used for LLM tracing. We can use that functionality. Suppose we are creating an agent, we can set up manual processes into this system. Suppose it will be operating on Instagram, it will be doing billing, or it will be providing tech support, or it will be giving knowledge to the system. A user can click on billing, then they can proceed with billing, and if they want customer support, then they can access customer support. All these things are properly managed by an agent nowadays. Arize AI is successful in that capacity..”

**Shreya Mangla**

Consultant at a consultancy with 51-200 employees

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“Arize AI is used for LLM observability, tracing requests, debugging bad responses, and monitoring model quality over time. Traditional ML models also benefit from Arize AI's drift monitoring. It was particularly helpful when a support bot provided inaccurate technical documentation due to hallucinating results. Arize AI allowed the team to pinpoint the issue with the retrieval strategy and improve response accuracy.

“Another significant use was in the retrieval-based support chatbot where Arize AI helped trace the source of irrelevant answers, saving the team considerable guesswork.

“Arize AI's evaluation tools are essential for running automated regression tests against core prompts when updating models or system instructions. This involves setting up a golden dataset for expected outputs and measuring performance in terms of relevance, toxicity, and hallucination rates. This ensures early detection of regressions and consistent model behavior as scaling occurs..”

**Hussain Gagan**

FullStack Developer at EnactOn Technologies

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“We have been using Arize AI for more than three years.

“We use Arize AI for observability and monitoring of our number of machine learning models which are being deployed in our system.


“We are using Arize AI for monitoring OCR plus document extraction quality. HireRight processes IDs, payslips, bank statements, education certificates, and other documents, where the models extract names, dates, employment periods, university names, and other details. We utilize the model we have created for extraction accuracy drift, identifying and monitoring OCR quality degradation, getting field level confidence, monitoring hallucinated values, assessing model regressions, and recognizing vendor-specific failure patterns.

“We use Arize AI for a variety of our use cases mainly to detect model drift and track key metrics such as precision, recall, and F1 score to determine whether the model is behaving in the right manner or not.

“One of our models for the multimodal verification solution experienced drift, and we promptly saw the trends in Arize AI, which allowed us to tweak and fine-tune our model based on new information available, thus helping in reporting false positives and saving us from penalties..”

**Tushar Prasad**

Technical Product Manager at Hireright

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# Customer Service and Support

“Customer support is at par; they are quick and effective in addressing the pain points our team raises regarding functionality or feature extraction. I would rate the customer support as nine..”

**Tushar Prasad**

Technical Product Manager at Hireright

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## Other Advice

“My advice for others considering Arize AI is if you need an enterprise-grade solution with strong compliance requirements, go for Arize AI without hesitation. It provides reliable results and saves a lot of time. Arize AI is a good tool, and I believe that with improvements on cost and evaluation framework, it can be the go-to tool in this AI-native world. I give this product a rating of eight..”

**Tushar Prasad**

Technical Product Manager at Hireright

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“If others are looking to build an AI agent and reduce headaches from the company and focus more on accuracy while reducing the politics of the company, I advise them to go for AI software, reduce manual workload, and shift to automated tasks so that you can focus more on your work rather than the politics happening in the company nowadays. Arize AI is quite useful and it is great. My review rating for this product is 10..”

**Shreya Mangla**

Consultant at a consultancy with 51-200 employees

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“More end-to-end architecture examples would be beneficial. Arize AI becomes increasingly valuable as AI systems get more complex. For simple prototypes, it may feel excessive, but it is very useful for production AI applications.


“My advice for others considering Arize AI is to invest in observability early when

building AI applications in production to avoid user-reported issues later.

“Arize AI is a solid product overall. I would rate this review an eight out of ten..”

**Hussain Gagan**

FullStack Developer at EnactOn Technologies

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# Top Industries

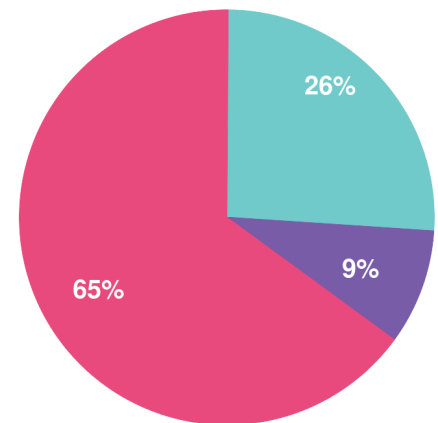
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# Company Size

by reviewers

by visitors reading reviews



Large Enterprise      Midsize Enterprise      Small Business

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