aws marketplace

SolarWinds Hybrid Cloud Observability

Reviews, tips, and advice from real users






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Product Recap

SolarWinds Hybrid Cloud Observability

SolarWinds Hybrid Cloud Observability Recap

SolarWinds Hybrid Cloud Observability enhances IT operations with comprehensive visibility across hybrid environments for improved performance and uptime.

Providing a unified platform, SolarWinds Hybrid Cloud Observability allows IT teams to manage, monitor, and optimize both on-premises and cloud resources. It integrates seamlessly with existing tools, improving efficiency with robust data analytics and visualization. Its advanced features decrease time-to-resolution for system issues and help maintain system health.

What are the most important features of SolarWinds Hybrid Cloud Observability?

- Comprehensive Visibility: Provides insights into network, application, and infrastructure performance.
- Seamless Integration: Works with cloud and on-premises systems for unified management.
- Data Analytics: Leverages advanced analytics for performance monitoring and optimization.
- Visualization Tools: Offers dashboards and visual representations of key performance indicators.
- Scalability: Adapts to growing business needs with flexible deployment options.

Which benefits and ROI aspects should users look for?

- Improved System Uptime: Reduces downtime with proactive monitoring.
- Efficient Resource Allocation: Optimizes resource usage for cost savings.
- Faster Issue Resolution: Decreases time required to identify and fix issues.
- Enhanced IT Productivity: Streamlines workflows, enabling more focus on strategic activities.

SolarWinds Hybrid Cloud Observability is implemented across multiple industries like healthcare, finance, and manufacturing to ensure reliable performance and security of IT ecosystems. Its adaptability and comprehensive coverage make it a favored choice for enterprises managing both legacy and cloud-based infrastructures.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Live data is good for immediate action, specifically for the command center and the NOC team."

Kalyan Kothali

Associate Vice President at Wissen infotech

- "SolarWinds Hybrid Cloud Observability has positively impacted my organization by improving our reporting capabilities, allowing us to send regular reports to management for constant analysis and visibility of the network's state."

Verified user

IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

- "In my opinion, the best feature SolarWinds Hybrid Cloud Observability offers is traceability."

Adam Davis

Director, Technical Services at MindSource, Inc.

"SolarWinds Hybrid Cloud Observability has helped our organization stay on top of network and system performance; it allows us to spot and fix issues quickly, reducing downtime and keeping us happy."

AshwaniSingh1

Quality Auditing Associate at a tech vendor with 10,001+ employees

"Reduced downtime and faster issue resolution are significant benefits of SolarWinds Hybrid Cloud Observability; features such as PerfStack, NetPath, and intelligent maps allow organizations to visualize dependencies and pinpoint problems quickly."

Verified user

Senior Lead at a tech vendor with 10,001+ employees

"Positive changes include improvements in uptime, faster troubleshooting, and reduced downtime."

Fabio Gontarski

Teaching Professional at V.tal

"SolarWinds Hybrid Cloud Observability provides a huge benefit on this new platform, and we can use it more efficiently with the customized reports and the dashboards."

Yashokanth Partkunan

Managed Services Engineer at Loop1 Systems

What users had to say about valuable features:

“SolarWinds HCO platform offers various features spanning components, such as network, security, server, virtual, and application components. Common features include dashboarding, reporting, and alerting. These features provide comprehensive visibility, allowing you to see how one area's issues affect others. For instance, if a network issue impacts server performance, this visibility is crucial.

One of the biggest advantages of this common platform is its ability to correlate issues. For example, if a network alert occurs and the server experiences downtime, you can be alerted to both issues.

Recently, two significant features were added: anomaly-based alert detection and an alert stack mechanism. The alert stack mechanism is particularly useful. For example, if there's high interface utilization on a network switch and concurrent server performance issues, the platform’s correlation engine will link these alerts and show them as a common alert stack, indicating a likely correlation. .”

Ravi Khanchandani
Founder Director at Techsa Services

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"Dashboards are the key thing in SolarWinds Hybrid Cloud Observability. When we are trying to look into the NOC team, or the command center, these are the dashboards that represent the uptime, downtime, and other things. Those are the things that are available at this point in time. While we are trying to present it to the management and try to get the insights, what is the trend? If that kind of reports needs to be generated for the last couple of weeks or a couple of months, we are having a hard time doing that. Live data is good for immediate action, specifically for the command center and the NOC team, but for the management, the live data is only a snapshot that they see at the current moment. However, they are more interested in the improvements or what has improved from the previous months. If we need to show that using SolarWinds Hybrid Cloud Observability dashboard, that is a challenge.

I participated in the initial setup of SolarWinds Hybrid Cloud Observability. As a manager, I was managing the team and they did all the configuration. I have been informed on how the things are done, how much time we took to deliver it, and how many devices we initially configured, but not at the level of how we configured them.."

Kalyan Kothali
Associate Vice President at Wissen infotech

Read full review

"SolarWinds Hybrid Cloud Observability offers observability with problems and issues for troubleshooting in the hybrid cloud environment.

"One example is monitoring a server instance with high CPU and memory usage, which I can troubleshoot effectively across SolarWinds Hybrid Cloud Observability.

"I appreciate the interface and alerts panel, which have a very good design.

"SolarWinds Hybrid Cloud Observability has a full-time positive impact because I need to have great availability in my cloud environment.

"Positive changes include improvements in uptime, faster troubleshooting, and reduced downtime.."

Fabio Gontarski
Teaching Professional at V.tal

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"In my opinion, the best feature SolarWinds Hybrid Cloud Observability offers is traceability.

"When I mention traceability, it stood out during the pilot because it was great since they give you some information about where the issue or the error was generated or created, so that was amazing. This is a very good tool, and we saw that in the demo, but not in the pilot because in the pilot, we could not do it on our own because it was really tricky to do that.

"SolarWinds Hybrid Cloud Observability has positively impacted my organization by helping to understand that Grafana was the best, as the decision to go for Grafana was made quickly because we needed to go faster and we needed to go with our internal team.

"The specific outcomes from that decision are time saved and autonomy, as it was to be autonomous, and we did not need an external party to create our solution.."

Adam Davis
Director, Technical Services at MindSource, Inc.

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"The best features of SolarWinds Hybrid Cloud Observability include its various monitoring tools and excellent dashboards. It is one of my favorite tools because it allows teams to see and monitor multiple locations at a glance, such as our 500 branches, creating interactive dashboards that clearly indicate what actions to take through color codes. The second major advantage is its superior reporting capabilities. SolarWinds produces clearer reports than average monitoring tools, allowing us to make strategic comparisons and create custom reports that enhance our insight.

"SolarWinds Hybrid Cloud Observability offers great ease of use, and I have utilized it alongside integrations with Sophos and various other partners such as Fortinet. The ease of use regarding integrations has been very handy since we can monitor various third-party infrastructures. However, we experienced issues recently with integrations with Huawei, which is fast-growing in the African market. We noticed that the integration with Huawei was not providing as much information via SNMP compared to the flexibility seen with Cisco and other third-party integrations.

"SolarWinds Hybrid Cloud Observability has positively impacted my organization by improving our reporting capabilities, allowing us to send regular reports to management for constant analysis and visibility of the network's state. It has also helped reduce downtime and meet SLAs, achieving over 99% uptime for services, internet links, and spoke sites. We proactively identify issues before they occur. For example, when a site with two links has one link down, we ensure the second link is operational, which maintains service uptime, leading to an overall increase in uptime statistics and better visibility for management.."

Verified user

IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

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"SolarWinds Hybrid Cloud Observability offers excellent features. It has end-to-end visibility, flexible deployment, and hybrid support from the support team. AI ops, scalability, and enterprise features for distributed environments, such as more polling engines, web servers, and high availability are very good in the HCO.

"Before HCO, many organizations used multiple SolarWinds modules such as NPM, SAM, and WMAN. With SolarWinds Hybrid Cloud Observability, they gained a unified, single pane of glass view for the network, server, databases, and cloud resources. It reduced monitoring silos and enabled fast root cause analysis to easily identify what occurred during incidents. This improved collaboration between network, infrastructure, and application teams.

"Reduced downtime and faster issue resolution are significant benefits of SolarWinds Hybrid Cloud Observability. Features such as PerfStack, NetPath, and intelligent maps allow organizations to visualize dependencies and pinpoint problems quickly. Mean time to detect (MTTD) and mean time to resolve (MTTR) have dropped significantly. Fewer war room calls and blame games occurred as teams now act on collaborated data instead of guesswork. One enterprise user reported an average incident resolution time improvement of 40% after consolidating their tools into HCO.."

Verified user

Senior Lead at a tech vendor with 10,001+ employees

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Other Solutions Considered

I have experience with ScienceLogic and Micro Focus's OMI tool. SolarWinds Hybrid Cloud Observability is better in terms of design and ease of deployment.

Irshad_Khan
Solutions Architect at Cognizant

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"Before choosing SolarWinds Hybrid Cloud Observability, we evaluated IBM's solutions. Kyndryl, being a spin-off from IBM, provided other options. The product is made up of IBM, so they were explored.."

Verified user
Senior Lead at a tech vendor with 10,001+ employees

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"Previously, we used different solutions, including PRTG, which is SolarWinds' closest competitor, and ManageEngine. Although PRTG was a good solution, SolarWinds offered better dashboards and superior reporting capabilities, facilitating easier connections and support. I have also tried the Netis iOps tool for Huawei, which excels in analytics but falls short in monitoring. Overall, SolarWinds remains a superior choice, though it seems to be losing ground due to its monitoring limitations with Huawei devices.."

Verified user
IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

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"I evaluated other options before choosing SolarWinds Hybrid Cloud Observability, including Netis iOps, which is a Huawei monitoring tool. We conducted a proof of concept but found it to be more investigative rather than a monitoring tool, leading us to reject it. Other options included ManageEngine and PRTG, which were also considered, but SolarWinds outperformed these competitors in reporting and dashboard visibility, ultimately guiding our selection.."

Verified user

IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

Read full review

"I previously used Grafana as a different solution.

"I decided to switch from Grafana to SolarWinds Hybrid Cloud Observability because SolarWinds has more options and features for my hybrid cloud environment.."

Fabio Gontarski

Teaching Professional at V.tal

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"We are moving from a different tool. There are other observability tools such as ScienceLogic and Netcool. From there, we needed to get the devices into SolarWinds Hybrid Cloud Observability. Initially, we were able to build the entire setup within 15 days. The entire infrastructure setup of SolarWinds Hybrid Cloud Observability has been built. The next one and a half months, or let us say two months, is something that we were able to bring up all of the 5,000 servers including VMs, data, physical Windows servers, Linux servers, and network devices into SolarWinds Hybrid Cloud Observability. That is the initial time that we took to configure SolarWinds Hybrid Cloud Observability. All of that has been brought in within two months.

The deployment depends upon if we have cloud infrastructure heavily, then deploying it in cloud is more appropriate for SolarWinds Hybrid Cloud Observability. If we have more on-premises infrastructure, we should be going with a hybrid structure where nodes should be deployed. Currently, we have three nodes where we deployed it in three regions: Americas, EMEA, and Asia-Pacific. Similarly, if we have high utilization in cloud, we should be able to build one there in the cloud as well so that the pulling happens smoothly. It is all based on the infrastructure that we have, and we take the decision whether to put it in the cloud or put it on-premises.."

Kalyan Kothali
Associate Vice President at Wissen infotech

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ROI

Real user quotes about their ROI:

"It saves time by issuing alerts that notify engineers about problems or incidents. It also helps me identify segments of the network that may not be working properly.."

Michael Savchenko
Business Developement Manager at I.ua

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"I have not seen a return on investment from my experience with SolarWinds Hybrid Cloud Observability, as the pilot was not successful. I think that we quickly moved to Grafana and we did not waste three months of work on something that we never would be able to buy.."

Adam Davis
Director, Technical Services at MindSource, Inc.

Read full review

"I have certainly seen a return on investment with SolarWinds Hybrid Cloud Observability because the product does what it claims to do. The primary return comes from its effectiveness, leading to significant cost savings, especially since we can create tenants and allow multiple countries to utilize the nodes through shared tools. Additionally, we have observed a reduction in downtime by at least 15%.."

Verified user

IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

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"The tool helps save costs through its additional features and unified platform. Monitoring all components in a single platform reduces the need for separate consoles for different tasks. This consolidation saves time and money, as it eliminates the manual correlation of data, which is prone to errors.

I rate the overall product an eight out of ten. ."

Ravi Khanchandani

Founder Director at Techsa Services

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Use Case

"We used SolarWinds Hybrid Cloud Observability for monitoring purposes. I was into server monitoring earlier. In that team, we had airline accounts and banking accounts. For server monitoring purposes, we used the HCO of SolarWinds for network performance monitoring and other tasks.

"This was primarily a monitoring job. When I was in the monitoring team, we had different sets of teams working in shifts. Everything was installed, and we were the operators. At that time, we handled network performance monitoring, server application monitoring, database observability, log management analysis, cloud infrastructure visibility, and other insights.."

Verified user
Senior Lead at a tech vendor with 10,001+ employees

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"Customers usually use SolarWinds Hybrid Cloud Observability for infrastructure monitoring. Cloud and on-premises monitoring is something that we can do with SolarWinds Hybrid Cloud Observability. Beyond that, application service monitoring is also part of it. We are trying to use as much as possible the features that belong to SolarWinds Hybrid Cloud Observability native out of the box. Those include networking, so network devices, routers, switches, all of which are monitored using SolarWinds Hybrid Cloud Observability only.."

Kalyan Kothali
Associate Vice President at Wissen infotech

Read full review

"My main use case when I tried SolarWinds Hybrid Cloud Observability was to find a solution, and we tried with Grafana and with another observability solution, and at the end of the day, Grafana was the best.

"I was looking to solve traceability for the infrastructure for a telco with SolarWinds Hybrid Cloud Observability, but it needs a partner, and the partner was very expensive, so this is a pilot. Grafana has all the information for their own, and we can do it for us.."

Adam Davis
Director, Technical Services at MindSource, Inc.

Read full review

"Most valuable features of SolarWinds Hybrid Cloud Observability compared to the previous platform are not immediately apparent. However, since we have not fully moved to SaaS, I cannot comment on that because it is also in an earlier stage. There are some changes that I appreciate, especially the modern dashboard features. Additionally, SWIG-related products have improved, and there have been enhancements in reporting and dashboard improvements. The main purpose is to move to SaaS, but I do not have access to that yet, so I cannot comment on how that particular movement will work for SaaS since it is still in initiation. Overall, SolarWinds Hybrid Cloud Observability is a good platform with some improved functions.

"Regarding AI features in SolarWinds Hybrid Cloud Observability, we currently depend on other AI features such as BigPanda and other tools. There are some improvements in correlation, but it is still not fully automated. If you want to find the root cause analysis or something similar, you need a fully automated platform. For a certain level, it is working, but it needs some improvement.."

Yashokanth Partkunan
Managed Services Engineer at Loop1 Systems

Read full review

“The primary use cases are for customers who require complete infrastructure monitoring. I mean IT infrastructure, which includes network devices, security devices, and server environments, whether physical, virtual, or cloud-based. The platform can manage any infrastructure component that needs monitoring.

It's an all-in-one platform with all the necessary modules. For instance, server and application monitoring, network performance monitoring, and network configuration management are all part of it. It's a unified platform designed to monitor the entire infrastructure.

Imagine monitoring the network infrastructure, the web server, and the database server. With SolarWinds HCO, I can perform database analytics, web server monitoring, and network infrastructure monitoring.

AI capabilities come into play through correlation. For instance, SolarWinds HCO can identify high utilization on the interface connecting to the database server, indicating a lot of read-and-write operations between the front-end application and the back-end database. This correlation can help determine whether the network condition caused the server issue or vice versa.

The AI continues learning and analyzing patterns such as CPU, memory, and network utilization spikes. If it detects a CPU spike first, it might indicate the server was at fault. If it notices a network spike, the network could be the issue. .”

Ravi Khanchandani
Founder Director at Techsa Services

Read full review

"My main use case for SolarWinds Hybrid Cloud Observability is proactive monitoring, which allows the network team or the NOC operations monitoring team to know when there are downtimes or possible issues with a service provider's links or a branch. This capability helps us provide remediation actions long before major operational issues occur. When there are links down or degraded or there's a service issue, I come in the morning wanting to see the state of the network just by viewing one pane of glass. Therefore, I frequently create dashboards for monitoring and generate reports for management.

"I remember a specific time when we had complaints of slow links. In my current institution, we have over 500 branches, and we observed various complaints regarding slow links, prompting us to investigate the issue. Initially, complaints came in singly, and we escalated them to service providers. However, after analyzing the reports at the end of the day, we noted over-utilization on the ISP backhaul at the HQ, and SolarWinds Hybrid Cloud Observability provided this insight due to the frequent reports generated. We caught this issue and upgraded the backhaul links by engaging the service providers to change from 1 gigabit interfaces to 10 gigabit interfaces while ensuring proper negotiation.

"SolarWinds Hybrid Cloud Observability also helps us see the health statistics of devices. Recently, we picked up on high CPU and memory utilization on our internet routers using SolarWinds, which reported this through the SNMP credentials. We were able to raise a ticket with Cisco to solve the issue, making it another valuable use case for us.."

Verified user

IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

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.

"My advice to others looking into using SolarWinds Hybrid Cloud Observability is that it is very easy to install and deploy across my cloud ambient and server cloud providers.."

Fabio Gontarski Read full review

Teaching Professional at V.tal

"We are a supporter of SolarWinds Hybrid Cloud Observability and provide technical support for SolarWinds products. You can consider us as an implementation and support partner.."

Yashokanth Partkunan Read full review

Managed Services Engineer at Loop1 Systems

"SolarWinds Hybrid Cloud Observability is something that we have implemented for one of our customers, specifically on SolarWinds Hybrid Cloud Observability cloud platform. I am leading the team and the resources have freshly implemented SolarWinds Hybrid Cloud Observability. We are also managing SolarWinds Hybrid Cloud Observability tool and making sure the monitoring is happening and reports are getting generated. New infrastructure is getting added to SolarWinds Hybrid Cloud Observability for monitoring. Trying to consolidate other monitoring tools such as PRTG or other things and bring other application services as well as infrastructure into SolarWinds Hybrid Cloud Observability is the overall project and it is more than a year. It is not something that has been completed; it is a continuous process where the platform has to be managed, new infrastructure has to be brought in, application service has to be brought in, and we need to make sure that the thresholds and other things are being managed properly. These are a few things that do not end once we start the project; until we are supporting the customer, we continue to do the maintenance and administration and also bring new infrastructure into SolarWinds Hybrid Cloud Observability. This is a continuous process and the target is also to integrate SolarWinds Hybrid Cloud Observability with ServiceNow to get to the next level.

We need to find the right vendor for SolarWinds Hybrid Cloud Observability. If we directly reach out to SolarWinds Hybrid Cloud Observability, it is an expensive one. We reached SolarWinds Hybrid Cloud Observability in India, and CDW is where we reached in the UK. We have to think from the global perspective to determine which country is giving us more effective cost. When working for a global organization where we have business across the entire globe, we have certain leverages. Getting quotes from different regions means we could buy it from anywhere. Because it is a global organization, we should be able to pick from the right place so that we could gain the right costing and discounts that we could leverage.."

Kalyan Kothali

Associate Vice President at Wissen infotech

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Customer Service and Support

"Customer support from SolarWinds is generally great, though it could improve in understanding the challenges faced in the Nigerian market. The complexities and internal processes in approvals necessitate a more tailored support approach, ensuring that assistance is relevant and timely. Recently, we have encountered issues where the support provided did not meet our expectations, underscoring the need for knowledgeable personnel familiar with our circumstances.."

Verified user

IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

Read full review

"The technical support of SolarWinds Hybrid Cloud Observability is okay. I would rate it 7 for the technical support. I do not interact with the technical team of SolarWinds Hybrid Cloud Observability. It is my team who regularly interact if required. I have not heard any complaints or escalations from them because there are very few scenarios where they reach out to the technical support. It is not a frequent thing that happens. What I understand from my team interacting with them is that the time duration that we get is not immediate. They take at least 24 hours or 48 hours to respond and communicate. For the current situation, it is okay. We do not find any urgency, so it is acceptable for us.."

Kalyan Kothali

Associate Vice President at Wissen infotech

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Other Advice

"My advice for others looking into using SolarWinds Hybrid Cloud Observability is that if they are able or willing to buy a SaaS model but with a license model, they should go ahead with this platform. But if not, if they are looking for a SaaS platform, SolarWinds Hybrid Cloud Observability is not the option. My review rating for this product is a six.."

Adam Davis
Director, Technical Services at MindSource, Inc.

Read full review

"Start with clear visibility goals, size your environment properly, start small and then expand, and invest in the database layer. I would recommend all these things to anybody who is trying to implement SolarWinds HCO.

"On a scale of 1-10, I rate SolarWinds Hybrid Cloud Observability a 9.."

Verified user
Senior Lead at a tech vendor with 10,001+ employees

Read full review

"I advise others looking into using SolarWinds Hybrid Cloud Observability to explore its licensing models to identify the best fit for their needs while consulting a partner for advice. Ensure deployment uses the standard required resources to avoid frequent breakdowns in applications and track licensing effectively for timely renewals to enjoy the service fully. Support is available, and following these points should lead to a positive experience. I rated this product 9 out of 10.."

Verified user
IT Network Coordinator (Northern Region) at a financial services firm with 10,001+ employees

Read full review

"Regarding network path visualization capabilities, I do not see much improvement in understanding application dependencies. I have not used that feature much, and even when I look at it, I do not see much improvement compared to the previous platform.

"With the platform's anomaly detection, there is an improvement. That is a good feature that will be more helpful in the correlation part as well. I can rate the effectiveness of its anomaly detection as something around six to seven on a scale of ten.

"My overall rating for this review is seven out of ten.."

Yashokanth Partkunan
Managed Services Engineer at Loop1 Systems

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"This project started in November 2024 and is still continuing. Before that, there was almost 2013 to 2016, where we did the same thing. There is a gap in between, but in between there are other tools that we have jumped into. We do not say it is

constantly working around with SolarWinds Hybrid Cloud Observability but on and off we see our profile update.

Network path visualization capabilities of SolarWinds Hybrid Cloud Observability remain unclear.

We utilize the platform's anomaly detection in SolarWinds Hybrid Cloud Observability. We only know that we are using that, but our team is the best team to talk about how we do that and what are the current challenges or things that bring value to that. We do not get into those details because we are managing multiple tools at our level.

Security of SolarWinds Hybrid Cloud Observability would be rated at 9. It is pretty strong because it follows all the protocols specifically covering the security space. ."

Kalyan Kothali
Associate Vice President at Wissen infotech

Read full review

"SolarWinds Hybrid Cloud Observability is deployed in private cloud and hybrid cloud environments.

"I use OCI, Oracle Cloud Infrastructure, and AWS Amazon Web Services for my private or hybrid cloud setup.

"I also use Cloud Watching as a reference.

"I believe features about billing can exist, and I use it in AWS where the billing cost is managed.

"I would rate this product a 9 out of 10.."

Fabio Gontarski
Teaching Professional at V.tal

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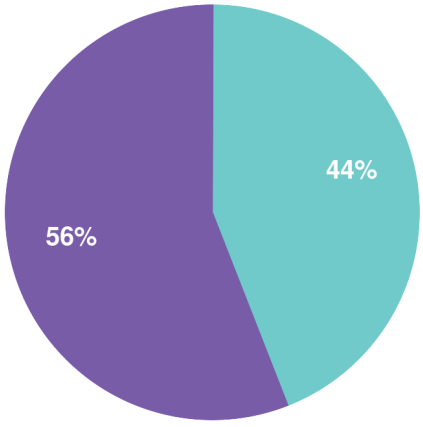

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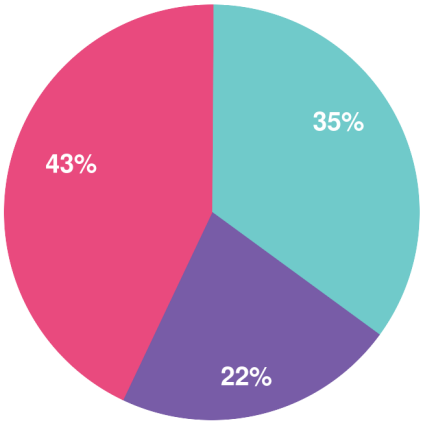

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