aws marketplace

PRTG Network Monitor

Reviews, tips, and advice from real users
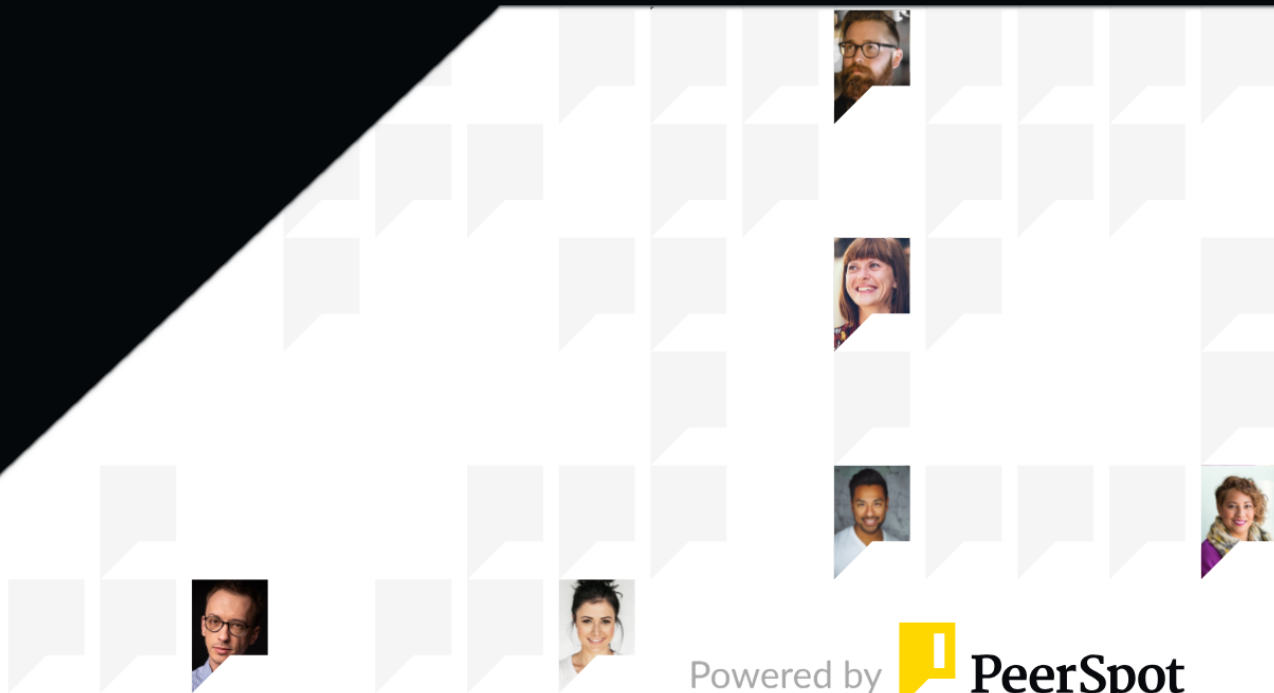
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Product Recap

PAESSLER
THE MONITORING EXPERTS

PRTG Network Monitor

PRTG Network Monitor Recap

PRTG Network Monitor runs on a Windows machine within your network, collecting various statistics from the machines, software, and devices which you designate. PRTG comes with an easy-to-use web interface with point-and-click configuration. You can easily share data from it with non-technical colleagues and customers, including via live graphs and custom reports. This will let you plan for network expansion, see what applications are using most of your connection, and make sure that no one is hogging the entire network just to torrent videos.

To monitor a large IT environment, it's important to be able to scale PRTG up. Paessler PRTG Enterprise Monitor includes all the proven capabilities of PRTG Network Monitor, which are enhanced by exclusive ITOps Board for a service-oriented, central overview of multiple PRTG servers.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "Every monitoring session features similar capabilities."

>   Noman-Saleem
>
>   Network Support Officer at Habib Metropolitan Bank Ltd

✔ "PRTG Network Monitor is easy to set up."

>   Tochukwu Uzomba
>
>   Solutions Architect at Boch Systems Company Limited

✔ "I can customize the port as per my need and the real-time monitoring feature that is already provided to me."

>   SikanderAli
>
>   IT Infrastructure Engineer at Atlas

✔ "The simplicity is what I appreciate about PRTG Network Monitor."

>   Verified user
>
>   Sr Software Engr at a tech vendor with 51-200 employees

✔ "Stability-wise, I rate the solution a ten out of ten."

SyedKareemuddin
IT Manager at COCA COLA

✔ "PRTG Network Monitor is user-friendly and offers flexible alerting systems."

Gowrishankar A
Technical Support Executive at Digitaltrack

✔ "The most valuable aspect is the diverse range of features it offers."

Pierre-Anderson ELLO
IT Manager at Cdci

What users had to say about valuable features:

The simplicity is what I appreciate about PRTG Network Monitor. Additionally, it is advantageous because it can be deployed on-premises. This is a crucial factor for me as I operate in an air-gapped environment with no internet allowed. PRTG Network Monitor is the only solution I use here. I also use the alert features, especially the user-friendly mobile app feature.

Verified user   Read full review [↗]
Sr Software Engr at a tech vendor with 51-200 employees

"Every monitoring session features similar capabilities. PRTG Network Monitor shows the flow of traffic on interfaces and devices, which is very helpful for troubleshooting traffic utilization.."

Noman-Saleem   Read full review [↗]
Network Support Officer at Habib Metropolitan Bank Ltd

"I can customize the port as per my need and the real-time monitoring feature that is already provided to me. The alerting system is very stable, and it's helpful whenever any sensor is down. PRTG notifies me through email. PRTG Network Monitor already provided me with 100 free sensors, which is enough for my network monitoring.."

SikanderAli
IT Infrastructure Engineer at Atlas

Read full review ↗

"PRTG Network Monitor is user-friendly and offers flexible alerting systems. It integrates well with mail alerts via SMTP, SMS, Teams, and Slack. We can monitor the entire IT parameters, including AWS devices, through the dashboard.."

Gowrishankar A
Technical Support Executive at Digitaltrack

Read full review ↗

"PRTG Network Monitor is easy to set up. Within a few minutes, it is operational. It is an all-in-one monitoring solution without extra costs. For example, we set it up for an insurance company with branches across Africa. We are able to monitor from Lagos without installing anything in the branches, using the agentless feature. We just put in the IP address and the parameter, and we monitor from those ends.

Additionally, all the sensors are very useful. Most people are interested in the bandwidth monitoring sensor to see what bandwidth the users are consuming. The pricing is affordable compared to SolarWinds.."

Tochukwu Uzomba   Read full review ⬈
Solutions Architect at Boch Systems Company Limited

"The most advantageous aspect of PRTG Network Monitor is that you can start quite fast because there are many sensors you can use, and it's ready to use. You can rapidly monitor all the network of the company because it has a discovery function that enables you to find numerous devices in your network and start working with it immediately by pushing one button.

"I am satisfied with the alerting system because it has multiple options available. You can use email alerts or push notifications on your cell phone, as well as SMS short text messages on your cell phone, and they also have a desktop program where you can see alerts immediately.

"PRTG Network Monitor is quite easy to install. You simply need to install the program on a Windows environment.."

Petr Pouzar
IT Consultant at M-COM s.r.o

Read full review ↗

Other Solutions Considered

"I was using Firepower from Cisco, but I changed to Fortinet due to the high cost of Firepower. Fortinet provides me with cheaper options compared to Cisco.."

SikanderAli
IT Infrastructure Engineer at Atlas

Read full review ↗

"I've used FortiMonitor, Huawei, and SolarWinds before. SolarWinds is complicated. An administrator needs more skills to work with SolarWinds. If you're going for a data center or vendor monitoring, it's good to have PRTG set up because it's very reliable.."

Noor-E-MozammilAlighan
Senior IT Engineer at NMA Technologies Services Ltd

Read full review ↗

"J'ai déjà utilisé Nagios, mais il était dépassé. PRTG, en revanche, est incroyablement facile à gérer, à développer, à promouvoir et à maintenir. Nagios, étant très âgé, est difficile à entretenir.."

Pierre-Anderson ELLO
IT Manager at Cdci

Read full review ↗

"I compared PRTG Network Monitor with SolarWinds and ManageEngine. I chose PRTG Network Monitor over other products in the market since it provides complete monitoring of my servers and network devices. SolarWinds and ManageEngine have different products for server monitoring and different products for network monitoring.."

SyedKareemuddin
IT Manager at COCA COLA

Read full review ↗

"PRTG and SolarWinds both offer comprehensive solutions, but PRTG's simpler pricing model based on device count makes it more appealing. With PRTG, everything is included in one package, whereas SolarWinds often requires additional monthly payments for various features. This straightforward pricing structure makes PRTG a preferred choice for many.."

MoshiurRahman Khan
CEO at a tech services company with 11-50 employees

Read full review ↗

"We evaluated several other solutions and one of the reasons that we chose PRTG is because they provided us with a free trial that included all of the sensors. This gives you the opportunity to test the product and see it work. After that, if you are satisfied with it, you can purchase it.

The other solutions that we tried will give you only a few sensors. You do not have the full functionality of the system available for testing.."

Verified user
Technical Manager

Read full review ↗

ROI

Real user quotes about their ROI:

"As a technician, I don't have specific ROI information. However, it is really helpful and definitely saves us money because we can find issues in our network before they become big problems.."

Petr Pouzar   Read full review ⬈
IT Consultant at M-COM s.r.o

"Regarding ROI, we can easily use and afford the licensing costs for a small office of about 100 to 200 users. This is impossible from the NPM, as they have the minimum interface values they must process.."

Moshiur RahmanKhan   Read full review ⬈
CEO at a tech services company with 51-200 employees

"We have received a return on investment using PRTG Network Monitor. We're able to do proactive support to tackle an issue before it collapses. There is a return on investment, but it's something quite hard to explain to non-IT personnel.."

Percy Driver
System & Network Lead at Beachcombers Vacations

"Je vois un retour sur investissement significatif grâce à la simplification de la supervision avec PRTG. Les problèmes sont identifiés et résolus rapidement. Avant PRTG, il était difficile de détecter et de résoudre rapidement les problèmes.."

Pierre-Anderson ELLO
IT Manager at Cdci

"We see a return, but I've never calculated ROI for this application. Monitoring takes time, and anything that cuts down on time spent monitoring saves money.

When monitoring hardware before using PRTG, I needed to check the capacity, etc., and then create a report, but PRTG does it and reports automatically. This makes operations more cost-efficient and increases the return on investment.."

Mokhamad Wahidin
ICT Department Headquarters at Bridgestone Corporation

"PRTG Network Monitor is very easy to use and doesn't require a lot of manpower for deployment and management, so based on this, the features of the product, and the cost, the ROI for PRTG Network Monitor is good.

You can get ROI from the tool quickly within a year. You won't have to wait three or four years to get ROI because PRTG Network Monitor is cheaper than other solutions.

I'd rate ROI from the tool as ten, so it's a hundred percent.."

Rakesh Chandra   Read full review ⬈
Manager, Information Technology Security at a energy/utilities company
with 10,001+ employees

Use Case

"The solution's use cases depend on the number of interfaces you want to monitor. You have to calculate the values by referring to the licensing prices publicly published on their portal.."

Moshiur-Rahman Khan
CEO at IOPoint.com

Read full review [↗]

"I started as an administrator and was also part of installing the system at another company, so I have experience as both a customer and a consultant. I am a partial integrator of PRTG Network Monitor. I use an alerting system.."

Petr Pouzar
IT Consultant at M-COM s.r.o

Read full review [↗]

"I have a consulting role and my customer is trying to choose between PRTG Network Monitor and other solutions. I already have PRTG as an option, so they can have a third option.."

Tochukwu Uzomba
Solutions Architect at Boch Systems Company Limited

Read full review [↗]

"We use PRTG Network Monitor for monitoring traffic on interfaces and the behavior of network traffic. If there are sudden changes in traffic or any configuration issues, we can sort them out using PRTG. It's very helpful for troubleshooting and monitoring traffic utilization on our interfaces.."

Noman-Saleem
Network Support Officer at Habib Metropolitan Bank Ltd

Read full review ↗

"I am a partner company and use PRTG Network Monitor as a monitoring tool for our customers. We use it to monitor entire IT infrastructures, like AWS devices, and other IP kind devices.."

Gowrishankar A
Technical Support Executive at Digitaltrack

Read full review ↗

Currently, I only use PRTG Network Monitor for triggering the SQL Server. I query the SQL Server for some data and then generate the output. So, that's the process that I am using now with PRTG Network Monitor.

Verified user
Sr Software Engr at a tech vendor with 51-200 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.

"PRTG is a simple network monitoring tool; it is straightforward and easy to set up, even for non-technical users. However, extracting the code and triggering emails was challenging without support.."

Noman-Saleem
Network Support Officer at Habib Metropolitan Bank Ltd

Read full review ⬈

"The solution's initial setup was straightforward. I had to enable FTP to copy the server and then install the solution over the server. Further, I was able to access it remotely via a web browser.."

Waqas Moazzam
Post Sales Engineer at Corvit Networks

Read full review ⬈

"The initial setup of the solution is complex and our environment relies on three PRTG systems to monitor many customers. In the event our PRTG Network Monitor was to go down, we would have a lot of problems as we would have to check the sensors manually.."

Hoan_Nguyen

Read full review [↗]

System Engineer at a computer software company with 10,001+ employees

"On a scale of one to ten, where one means difficult to implement and ten means easy to implement, I rate it an eight.

The solution is deployed on the cloud and on-premises.."

MohamedAbdalla

Read full review [↗]

Senior Technical Support at Etisalat

"I rate PRTG six out of 10 for ease of setup from a beginner's perspective. Total deployment time was about a month because we had to do some studying and revisions. It was a continuous process because we would think about some improvements and apply them step by step. Two people were involved in the deployment: the network admin and our network security admin.."

Bien A.Vitorillo   Read full review ↗

IT Manager at Atlas Fertilizer Corporation

"Setting up PRTG Network Monitor was easy, so I'd rate its setup an eight out of ten.

Installing the tool was straightforward, and there wasn't much required to set PRTG Network Monitor up. It's only the dashboard that requires a lot of effort.

Completing the setup for the tool took around two to three weeks, including the onboarding of all devices.

I followed the PRTG Network Monitor installation guide. I ensured all prerequisites by PRTG were ready, including the recommended OS or server, such as Windows OS, and other software prerequisites. I then installed the tool, and it had a GUI-based, intuitive installation, so it was instant.

What took time was onboarding the devices, though I gradually updated and onboarded the devices. I didn't do a bulk update, and onboarding devices into PRTG Network Monitor wasn't that difficult. You can even show how it's done to anybody, even a person with a limited skillset because installing the tool doesn't require much.."

Rakesh Chandra   Read full review ↗

Manager, Information Technology Security at a energy/utilities company
with 10,001+ employees

Customer Service and Support

"The technical support is good. The setup process is well-documented, making it easy to deploy. However, unlike SolarWinds, which requires specialized training due to its complexity, PRTG's process is more straightforward.."

Tochukwu Uzomba   Read full review ↗
Solutions Architect at Boch Systems Company Limited

"The support is zero. I have repeatedly reached out for help with no success; they never responded to my emails or calls. In contrast, SolarWinds provided immediate support when I had issues.."

Noman-Saleem   Read full review ↗
Network Support Officer at Habib Metropolitan Bank Ltd

"While the tech support offers good remote login assistance, there is room for improvement in response time for critical problems. Overall, I would rate their support nine out of ten.."

MoshiurRahman Khan   Read full review ↗
CEO at a tech services company with 11-50 employees

"En ce qui concerne les différentes questions que j'ai posées au support technique, le temps de réponse est impressionnant. Je reçois généralement des réponses dans l'heure. Je donnerais une note de neuf sur dix.."

Pierre-Anderson ELLO
IT Manager at Cdci

Read full review ↗

" I am very satisfied with PRTG Network Monitor because it's easy. Also, I have been using it for a long time, either for configuration or providing any reports or support needed for PRTG.

I rate the technical support a nine out of ten.."

MohamedAbdalla
Senior Technical Support at Etisalat

Read full review ↗

"At the moment, PRTG Network Monitor support is only email-based, and that has to be improved. You never receive remote session support from PRTG. If you're facing an issue, you either need to work with the vendor, or if you need OEM support, you must send an email.

The PRTG Network Monitor support team responds to your email, but it usually takes a lot of time. If support can directly join the remote session to brief you on the process, it would be easier than just getting email-based support.

Whenever my team communicates via email, support will provide a reference link or KB article link that tells you how to configure PRTG Network Monitor.

It would be helpful for any customer if PRTG had remote-based support, and it'll be simpler to show customers how to configure the tool.

My company only takes a little support from the PRTG Network Monitor team nowadays, but I'd give support a seven out of ten. The PRTG technical support team usually responds quickly over email, and it's good. The only limitation is the absence of remote support.."

Rakesh Chandra   Read full review ↗
Manager, Information Technology Security at a energy/utilities company
with 10,001+ employees

Other Advice

Overall, I rate PRTG Network Monitor as eight out of ten. AI features were mentioned, but I haven't updated PRTG Network Monitor for quite some time, so I am unsure about these new features.

Verified user   Read full review ⬈
Sr Software Engr at a tech vendor with 51-200 employees

"After-sales services are crucial in the corporate sector. Even with high pricing, if a company does not provide full support, it will be unsuccessful. Support is essential.."

Noman-Saleem   Read full review ⬈
Network Support Officer at Habib Metropolitan Bank Ltd

"I would recommend PRTG Network Monitor, especially if the customer is cost-conscious. However, if the network to be monitored is extensive, either PRTG or SolarWinds could be recommended.

Overall, I rate PRTG as nine or 9.5 out of ten.."

Tochukwu Uzomba
Solutions Architect at Boch Systems Company Limited

Read full review [↗]

"I would recommend PRTG Network Monitor specifically for monitoring purposes.

It is a suitable solution to monitor various IT devices and their internal performance. However, for comprehensive asset management or network traffic analysis, other modules or tools may be necessary.

I'd rate the solution eight out of ten.."

Gowrishankar A
Technical Support Executive at Digitaltrack

Read full review [↗]

"The software features, quality, manageability, and SLA system are fantastic. Based on my SLA, I can easily monitor and identify the service provider's bandwidth in real time. PRTG Network Monitor is a user-friendly solution.

The solution's integration is simple. You need to trigger the SNMP. It has two features. One is automatic detection, and the other is where you manually select and trigger your particular interface, and it should work. PRTG Network Monitor has some OID features in addition to network monitoring. If you know how to develop OID, the tool can work with other monitoring solutions.

PRTG Network Monitor is easy to manage, easy to use, and easy to operate.

Overall, I rate the solution a nine out of ten.."

Moshiur-Rahman Khan
CEO at IOPoint.com

Read full review ↗

"With PRTG Network Monitor, you can monitor devices such as servers, switches, routers, and other active units on the network. It's focused on monitoring computer networks and many other aspects.

"My experience with PRTG Network Monitor is mainly in the network environment, including virtualization with VMware.

"I am using mainly SNMP technology which offers some customizations, though it's quite limited. I have tried some script-based sensors, which have been quite helpful.
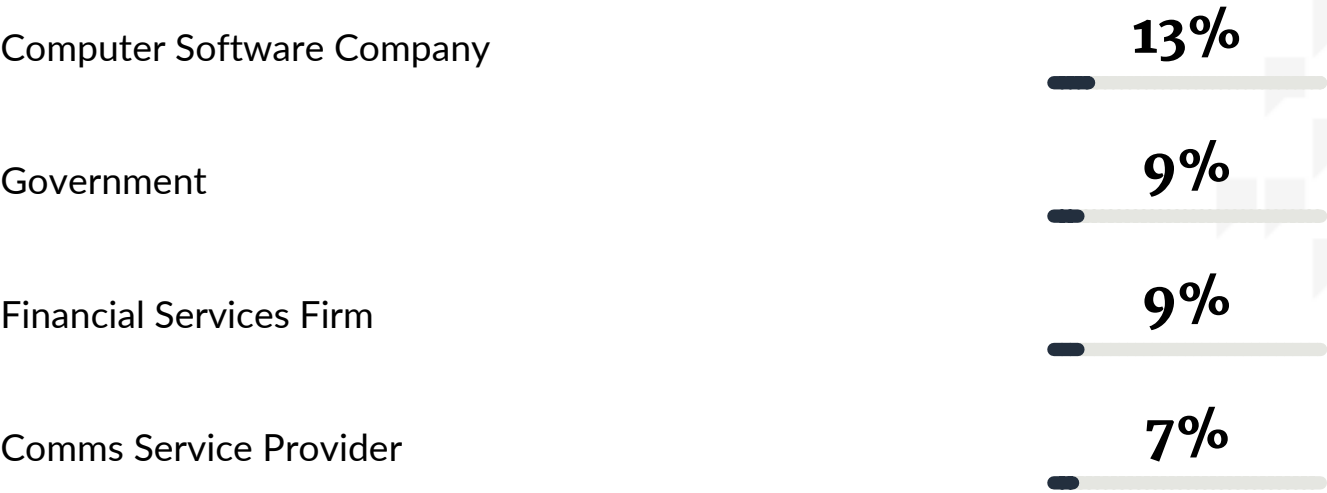
"On a scale of 1-10, I rate PRTG Network Monitor an 8.."

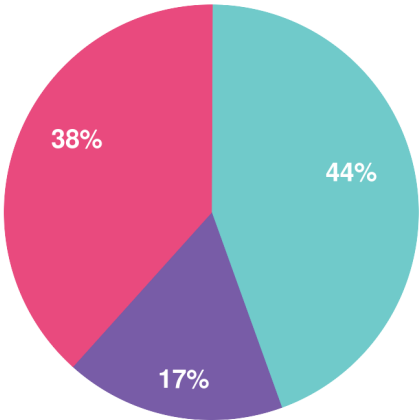**Petr Pouzar**
IT Consultant at M-COM s.r.o

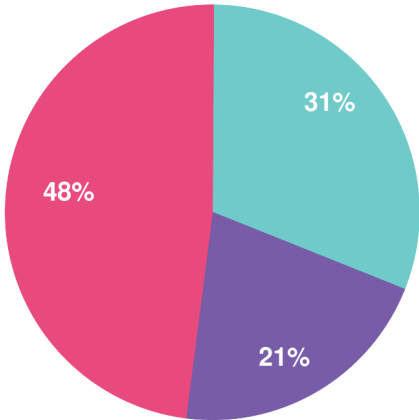Read full review ↗

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7%

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44%

17%

31%

48%

21%

⬤ Large Enterprise   ⬤ Midsize Enterprise   ⬤ Small Business

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