



Datadog

# Reviews, tips, and advice from real users



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# Product Recap



Datadog

# Datadog Recap

Datadog is a comprehensive cloud monitoring platform designed to track performance, availability, and log aggregation for cloud resources like AWS, ECS, and Kubernetes. It offers robust tools for creating dashboards, observing user behavior, alerting, telemetry, security monitoring, and synthetic testing.

Datadog supports full observability across cloud providers and environments, enabling troubleshooting, error detection, and performance analysis to maintain system reliability. It offers detailed visualization of servers, integrates seamlessly with cloud providers like AWS, and provides powerful out-of-the-box dashboards and log analytics. Despite its strengths, users often note the need for better integration with other solutions and improved application-level insights. Common challenges include a complex pricing model, setup difficulties, and navigation issues. Users frequently mention the need for clearer documentation, faster loading times, enhanced error traceability, and better log management.

## What are the key features of Datadog?

- **Graphs and Dashboards:** Visualizes servers and infrastructure with customizable views.
- **Metrics:** Offers deep insights into system performance and user behavior.
- **Log Management:** Provides powerful analytics for logs and seamless log aggregation.
- **Unified Tagging:** Facilitates organization and retrieval of metrics and logs.
- **APM and RUM:** Enables application performance monitoring and real user monitoring for comprehensive insights.
- **Synthetic Testing:** Allows the simulation of user interactions to test application performance.

## What benefits and ROI should users look for in reviews?

- **System Reliability:** Helps ensure uptime and performance across cloud environments.
- **Proactive Issue Resolution:** Assists in identifying and resolving issues before they impact users.
- **Operational Efficiency:** Streamlines monitoring and log management tasks.
- **Flexible Integrations:** Adapts to various cloud services and infrastructure setups.
- **Real-Time Alerts:** Provides timely notifications to address problems swiftly.

Datadog is implemented across different industries, from tech companies monitoring cloud applications to finance sectors ensuring transactional systems' performance. E-commerce platforms use Datadog to track and visualize user behavior and system health, while healthcare organizations utilize it for maintaining secure, compliant environments. Every implementation assists teams in customizing monitoring solutions specific to their industry's requirements.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Across CCM and the rest of Datadog, I like how sharable everything is.”



**Verified user**

Senior Product Manager at Redfin Corp



“Log management is a great way for me to identify changes in behavior across services and environments as we make changes or as user behavior evolves.”



**Kevin Palmer**

DevOps/Security Principal at Raken



“When I reflect on the ways we used to track down issues, I can't imagine how we ever managed before Datadog.”



**Timothy Spangler**

Senior Software Engineer at Los Angeles Times Communications, LLC



“Dashboards are the most valuable.”



**Verified user**

DevOps Engineering Lead at Hellenic Bank Public Company Ltd



“The two most valuable aspects are the Terraform provider for Datadog and the K8s Orchestrator.”



**Jordan Lee**

Site Reliability Engineer at Icario



“The agents feature in Datadog stands out as a valuable asset within our organization due to its robust functionality, versatility, and role in providing comprehensive monitoring and observability capabilities.”



**Gediminas Anza**

Manager, System at Visma



“We also use APM and metrics to view the status of our Pub/Sub topics and queues, especially when dealing with undelivered messages.”



**Verified user**

Software Architect at Keller Williams Realty, Inc.

## What users had to say about valuable features:

“I find alerting and metrics to be the most effective features of Datadog for system monitoring. It was still cheaper to run Datadog than other alternatives, so the running costs were cheaper because it was SaaS and quite easy to use.

“Datadog is only available in SaaS..”

**Ilja Summala**

CTO at Nordcloud

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“Synthetic testing is by far the most valuable feature in our organization. It’s highly requested since the setup process is both quick and straightforward, allowing us to simulate user interactions across our applications with minimal effort.

The ease of configuring tests and interpreting the results makes it accessible even to non-technical team members. This feature provides valuable insights into user experience, helps identify performance bottlenecks, and ensures that our critical workflows are functioning as expected, enhancing reliability and uptime..”

**Verified user**

Service Manager at a consultancy with 10,001+ employees

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“Datadog infrastructure monitoring has helped us identify health issues with our virtual machines, such as high load, CPU, and disk usage, as well as monitoring uptime and alerting when Kubernetes containers have a bad time staying up. Our use of Datadog's Application Monitoring, APM over the last six years or so has been crucial to identifying performance and bottleneck issues as well as alerting us when services are seeing high error rates, which have made it easier to debug when specific services may be going down..”

**Verified user**

Director of Engineering at Ordoro

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“Our services have many moving parts, all of which need to talk to each other. The Service Map makes visualizing this complex architecture – and locating problems – an absolute breeze. When I reflect on the ways we used to track down issues, I can't imagine how we ever managed before Datadog.

Additionally, our architecture is written in several languages, and one area where Datadog particularly shines is in providing first-class support for a multitude of programming languages. We haven't found a case yet where we needed to roll out our own solution for communicating with our instance..”

**Timothy Spangler**

Senior Software Engineer at Los Angeles Times Communications, LLC

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“APM accurately tracks our service performance across our ecosystem. RUM gives us client-side performance and user experience visibility, and the rate of new features implemented in the Digital Experience area recently has been high. Log analytics give us a powerful mechanism for error tracking, research, and analysis.

Custom metrics that we've created allow us to track KPIs in real-time on dashboards. All of these have proven valuable in our organization. Additionally, Datadog product support teams are responsive and have provided timely support when needed..”

**Verified user**

[Read full review](#) 

Principal, Performance Engineering at Invitation Homes

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“In my experience with Datadog, one feature stands out above the rest is the Log Explorer. It has completely transformed the way I interact with our log data and has become an essential part of my daily workflow.

The user interface is incredibly intuitive. When I first started using it, I was amazed at how easy it was to navigate. The design is clean and straightforward, allowing me to focus on the data rather than getting lost in complicated menus. Whether I’m searching for specific log entries or filtering by certain criteria, everything feels seamless.

This ease of use allowed me to get up to speed with log management since it's my first time using Datadog..”

**Verified user**

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Software Engineer 2 at Modernizing Medicine

# Other Solutions Considered

“We had tried some other APM monitoring in the past, however, it was too expensive, and then we added it to Datadog since we were already using Datadog and it seemed like a good value add..”

**Verified user**

Director of Engineering at Ordoro

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“We looked at several URL and APM monitoring solutions like Site24x7 and Pingdom. They weren't big players like Dynatrace or any of the those that had already provided us a request for information. .”

**Verified user**

Senior Engineer at a educational organization with 5,001-10,000 employees

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“We evaluated Datadog and New Relic in detail and chose Datadog due to their straightforward and competitive pricing model, and their full coverage of monitoring features that we desired, and an easy-to-use UI. .”

**Verified user**

Principal. Performance Engineering at Invitation Homes

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“I am using ThousandEyes and Datadog. Datadog supports AI-driven data analysis, with some AI elements to analyze, like data processing tools and so on. AI helps in Datadog primarily for resolving application issues..”

**Verified user**

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Senior Performance and Architecture Analyst at a manufacturing company with 10,001+ employees

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“We used New Relic, Grafana, and Circonus. Circonus was flakey, always having downtime and we were always on the phone with them. New Relic and grafana, different metrics lived in either and it was hard for consumers of the data to easily find what they need. And we had licensing issues across the 3 so not everybody could easily access all of them..”

**Verified user**

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Senior Product Manager at Redfin Corp

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“I have less experience with Zabbix than I have with Datadog, but I don't see Zabbix as a great tool for cloud specific monitoring because I cannot connect so easily to public clouds to gain all the information that I can in Datadog, which I can easily set up.

I have used Zabbix for 20 days for my personal tests and I really don't like it.

There is something that I liked with Zabbix, though. Zabbix is better for monitoring virtual machines. That's a feature that I liked. But everything else is awful. I can't have dashboards. I do not have integrations with some ITSM systems, like Jira or OTRS. It's awful because I need to have those integrations.

I would rate Zabbix a nine from one to ten for on premises environments. For cloud platforms, I rate this tool as a five, because of the complexity required to integrate it in other platforms..”

**LeonardoAlonso**

Associate Founder at KerBBo Consulting

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# ROI

Real user quotes about their ROI:

“For the most part, Datadog's ROI is quite impressive when you consider all of the features and functions that are centralized on the platform. It doesn't require us to purchase additional third-party solutions to fill in the gaps..”

**Verified user**

Director of DevSecOps at CIBT

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“This cost us more overall. ROI is hard to sell. That said, I can find issues way faster and see what is going on in my entire platform. I pay back the cost every month with productivity. .”

**Verified user**

Product Engineering Manager at FMG Suite

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“We're still early on in our transformation process. That said, we are gaining a lot of steam in terms of adoption. Both the engineering team and the product team are seeing tremendous value from this solution..”

**Felix Flores**

Staff Engineer at a tech services company with 1,001-5,000 employees

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“From the number of outages stopped or shortened (which lead to lost revenue from non-renewals) and the number of hours saved on investigations (which correlates to engineering salaries), I estimate that the ROI of the implementation time and monthly charges to be between 10x and 20x..”

**Ramon Snir**

CTO at a tech vendor with 1-10 employees

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“As long as we stay on top of our consumption mid-month, it has been worth it. However, the few engineers we have who are dedicated to playing whack-a-mole with the growing spending could be better utilized in teaching best practices to new users. I suppose our implementation of the rapidly changing tools over the years has led to a fair amount of technical debt..”

**Verified user**

Senior Manager, Site Reliability Engineering at Extra Space Storage

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“Before, the ROI was much higher as you would not have to compete with any kind of tool since they were very good in the space. However, with time, other companies have picked up the slack. Now, you have other tools which provide a higher ROI. I cannot give a specific ROI percentage since I don't use it for personal use with deployment. We deploy it on behalf of customers. Obviously, depending on the deal, depending on the size, and the ROI will vary. If people are looking for a global monitoring solution in the same tool as Datadog network monitoring, they are always hindered as Datadog does not provide an adequate solution for it. That kind of decreases the ROI since you still need to get another tool to do the network monitoring..”

**Nuno Rosa**

Principal Consultant at Infosys

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# Use Case

“We use this solution for enterprise monitoring across a large number of applications in multiple environments like production, development, and testing. It helps us track application performance, uptime, and resource usage in real time, providing alerts for issues like downtime or performance bottlenecks.

Our hybrid environment includes cloud and on-premise infrastructure. The solution is crucial for ensuring reliability, compliance, and high availability across our diverse application landscape..”

**Verified user**

Service Manager at a consultancy with 10,001+ employees

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“We use Datadog for monitoring and observing all of our systems, which range in complexity from lightweight, user-facing serverless lambda functions with millions of daily calls to huge, monolithic internal applications that are essential to our core operations. The value we derive from Datadog stems from its ability to handle and parse a massive volume of incoming data from many different sources and tie it together into a single, informative view of reliability and performance across our architecture..”

**Timothy Spangler**

Senior Software Engineer at Los Angeles Times Communications, LLC

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“We use Datadog for monitoring the performance of our infrastructure across multiple types of hosts in multiple environments. We also use APM to monitor our applications in production.

We have some Kubernetes clusters and multi-cloud hosts with Datadog agents installed. We have recently added RUM to monitoring our application from the user side, including replay sessions, and are hoping to use those to replace existing monitoring for errors and session replay for debugging issues in the application..”

**Verified user**

Director of Engineering at Ordoro

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“The primary purposes for which Datadog is used include infrastructure monitoring and application monitoring.

“The main use case for Datadog integration capabilities is to monitor workloads in public cloud, and those public cloud integrations that reached the public cloud metric natively were helpful or critical for us. We are not using Datadog for AI-driven data analysis tasks, but more cloud-native and vendor-native tools at the moment, and at the time when I was still in my last employer, we didn't use Datadog for the AI piece at all..”

**Ilja Summala**

CTO at Nordcloud

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“In our fast-paced environment, managing and analyzing log data and performance metrics is crucial. That’s where Datadog comes in. We rely on it not just for monitoring but for deeper insights into our systems, and here’s how we make the most of it.

One of the first things we appreciate about Datadog is its ability to centralize logs from various sources—think applications, servers, and cloud services. This means we can access everything from one dashboard, which saves us a lot of time and hassle. Instead of digging through multiple platforms, we have all our log data in one place, making it much easier to track events and troubleshoot issues..”

**Verified user**

Software Engineer 2 at Modernizing Medicine

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“The solution is used for full stack enterprise performance monitoring for our primarily cloud-based stack on AWS. We have implemented monitoring coverage using RUM for critical apps and websites and utilize APM (integrated with RUM) for full stack traceability.

We use Datadog as our primary log repository for all apps and platforms, and the advanced log analytics enable accurate log-based monitoring/alerting and investigations.

Additionally, we use some advanced RUM capabilities and metrics to track and optimize client-side user experience. We track SLO's for our critical apps and platforms using Datadog..”

**Verified user**

Principal, Performance Engineering at Invitation Homes

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# 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 instructions aren't always clear, especially when dealing with multiple products across multiple languages. The tracer works very differently from one language to another..”

**Verified user**

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Software Architect at Keller Williams Realty, Inc.

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“The initial setup was straightforward from my own experience, helping integrate within the application and service levels; however, our DevOps team handled most of the infra process with minimal complaints..”

**Verified user**

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Staff Full-Stack Engineer at OMERS

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“Given the breadth of configuration options, the initial setup was fairly involved for us. We also use several services and deploy the agent in various ways because we're using traditional servers, serverless, and K8s..”

**Kevin Palmer**

DevOps/Security Principal at Raken

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“For us, set-up is a mixed bag as we support legacy apps and architectures as well as a new microservice architecture. That being said, legacy is somewhat complex just due to the nature of how those apps stack and the underlying infra and configuration and setup. Microservice is a breeze and straight-forward for most of the out-of-the-box stuff. .”

**Jordan Lee**

Site Reliability Engineer at Icario

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“The initial setup of Datadog can be somewhat complex, primarily due to the learning curve associated with configuring each metric field correctly for optimal data visualization. It often requires careful attention to detail and a good understanding of each option to achieve the desired graphs and insights.”

**ZJ**

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Software Engineer at a computer software company with 201-500 employees

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“Some parts of our setup were tough. Some Windows container setups cost us a lot of time.

The AWS infrastructure was tough to fully turn on due to the large cost of everything being run..”

**Verified user**

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Product Engineering Manager at FMG Suite

# Customer Service and Support

“Support is excellent. They are always looking for a resolution, and a ticket is never left unresolved unless the feature just can't exist or isn't currently possible..”

**Jordan Lee**

Site Reliability Engineer at Icario

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“Support was excellent during the sales process, with a huge dropoff after we purchased the product. It has only recently (within the past year) they have begun to reach acceptable levels again..”

**Verified user**

Software Architect at Keller Williams Realty, Inc.

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“The Datadog support team is prompt and helpful when tickets have been submitted from our end. When their support team have been unsure, they've properly reached out internally to the relevant SME to help answer any questions we've had prior..”

**Verified user**

Staff Full-Stack Engineer at OMERS

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“We've opened probably six or eight support tickets in four years of use. In some cases, the problem or question was complex and took some time to resolve. That said, customer support was always able to debug the issue and find a solution for us, so my experience has been very positive..”

**Kevin Palmer**

DevOps/Security Principal at Raken

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“Datadog's customer support plays a crucial role in easing the initial setup process. Their team is proactive in assisting with metric configuration, providing valuable examples, and helping us navigate the setup challenges effectively. This support significantly mitigates the complexity of the initial setup..”

**ZJ**

Software Engineer at a computer software company with 201-500 employees

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“Our experience with Datadog’s customer service and support has been exceptional. The support team is highly responsive and knowledgeable, providing timely assistance whenever we’ve encountered issues or had questions.

Their proactive approach to offering solutions and guidance has been invaluable in helping us maximize the platform’s capabilities..”

**Reviewer 76**

Vice President of SaaS Infrastructure at a tech services company with 51-200 employees

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# Other Advice

“Datadog is a great service that is continually growing its solution for monitoring and security. It is easy to set up and turn on and off its features once you have instrumented agents and tailored solutions to your needs..”

**Verified user**

Director of Engineering at Ordoro

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“The service was great during the initial testing phase. However, once we bought the product, the quality of service dropped significantly. However, in the past year or so, it has improved and is now approaching the level we'd expect based on the cost..”

**Verified user**

Software Architect at Keller Williams Realty, Inc.

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“It's a great tool with new features and improvements continuously being added. It is not simple to use or set up, however, if you have the right personnel, you can get a lot of value from what DataDog has to offer..”

**Jason Karuza**

Engineering Manager at Paystand

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“I highly recommend Datadog, and I would explore it for my own individual projects in the future, provided the cost is within reason. Otherwise, I would highly recommend it for any medium-to-large-sized org..”

**Verified user**

Staff Full-Stack Engineer at OMERS

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“They should provide more inclusive pricing, or an "all you can eat" tier that would include all relevant features, as opposed to individual cost increases to let Datadog to become more valuable and replace even more third-party solutions that have a lower cost of entry..”

**Verified user**

Director of DevSecOps at CIBT

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“I am not working with any of these solutions currently because I'm on sabbatical, but I used to work with Datadog six months ago, and now at the moment I'm on

sabbatical.

“We were using the tools that [AWS](#) and [Azure](#) came with natively to monitor the AI workflows on their platforms.

“I used to work as the CTO at Northcloud, but I no longer work there.

“On a scale of one to ten, I rate Datadog an eight out of ten..”

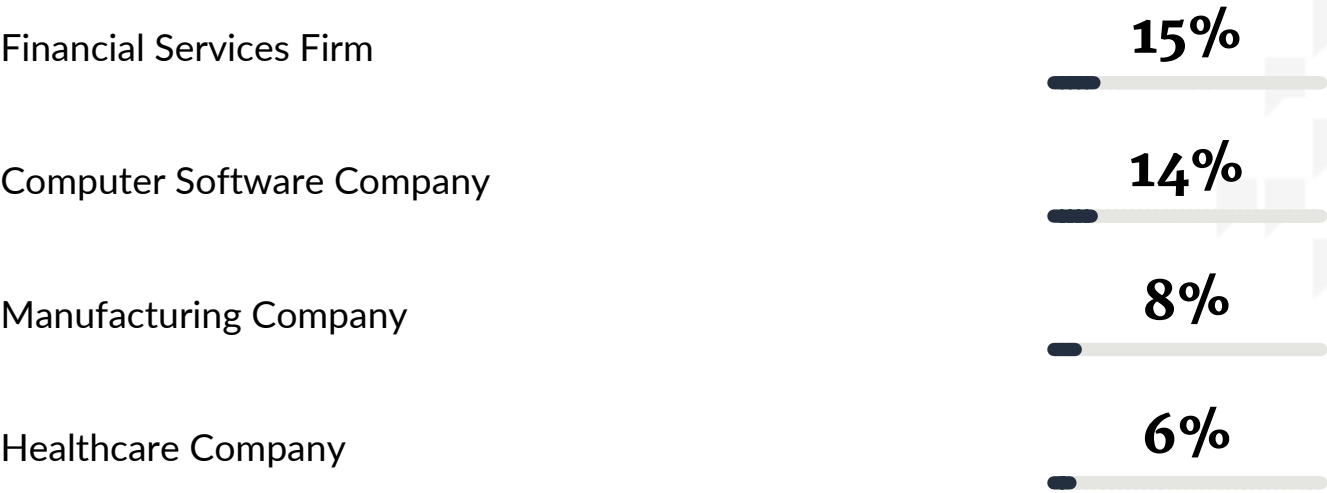
**Ilja Summala**

CTO at Nordcloud

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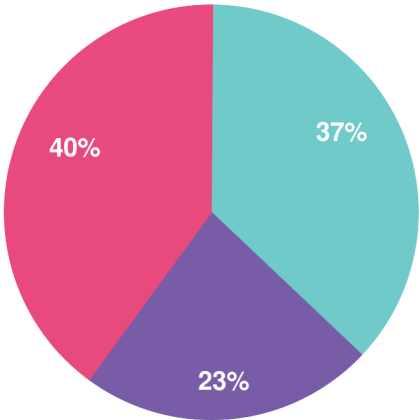
# Top Industries

by visitors reading reviews

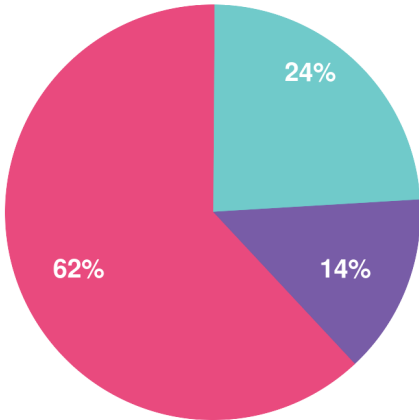


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsize Enterprise      Small Business

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