

aws marketplace

Honeycomb Enterprise

Reviews, tips, and
advice from real users



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Product Recap



Honeycomb Enterprise

Honeycomb Enterprise Recap

Honeycomb Enterprise is designed to optimize performance visibility, offering a robust platform for distributed system observability. It provides insights for complex data and aids in faster issue resolution, making it a valuable tool for IT professionals.

This tool is tailored for real-time data tracking and improving system performance efficiency. Enterprises benefit from its capacity to handle large-scale data, ensuring seamless operations and continuity. Honeycomb Enterprise helps teams to tackle data challenges head-on by delivering comprehensive analytics that enhance infrastructure reliability and performance metrics.

What Features Make Honeycomb Enterprise Stand Out?

- **High-Resolution Visibility:** Enables detailed system monitoring to identify issues quickly.
- **Trace Analysis:** Offers powerful tracing of distributed systems for in-depth insights.
- **Data Scalability:** Manages extensive data sets effortlessly for better decision-making.
- **Real-Time Alerts:** Provides instant alerts to preempt potential disruptions.
- **Collaboration Tools:** Facilitates teamwork with integrated tools enhancing productivity.

What Benefits and ROI Can Users Expect?

- **Reduced Downtime:** Faster detection and resolution of issues minimizes operational interruptions.
- **Cost Efficiency:** Optimizes resources leading to lower operational costs.
- **Improved Decision Making:** Enhanced data analytics lead to smarter business strategies.
- **Enhanced Productivity:** Streamlined processes improve team efficiency and output quality.

In industries like finance, e-commerce, and technology, Honeycomb Enterprise implementations demonstrate its utility in managing complex data flows and optimizing system reliability. Businesses in these sectors leverage its capabilities to maintain high service standards and operational efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “From a pros perspective, Honeycomb Enterprise could be a better candidate with high cardinality; when there are too many unique values, Honeycomb Enterprise could be more beneficial there.”



MukeshSharma
Lead Engineer at Qualys

- ✓ “Honeycomb Enterprise played a vital role in identifying the problems in the initial calls itself, which has actually saved us a lot of incidents and reduced customer complaints by almost ninety to ninety-two to ninety-three percent as per the data I have.”



Hardik Murdia
Technical Lead at CloudBolt Software

- ✓ “The approach offers significant benefits in terms of efficiency, consistency, and proactive security management, particularly valuable for organizations with large, distributed development teams.”



meetharoon
CEO at a computer software company with 10,001+ employees

- ✓ “Honeycomb Enterprise has positively impacted our organization by providing live alerts.”



Nathan Jukes

Software Engineer at Invevo

- ✓ “It's very scalable since we used it for a really big organization and it worked.”



Marton Vasarhelyi

Software Engineer at a financial services firm with 11-50 employees

- ✓ “The solution's most valuable features are the queries for the OpenTelemetry events and all the tracing.”



Diego Gomes De Lima

Senior Software Engineer at SumUp

- ✓ “The solution's initial setup process was straightforward since we were getting enough support from Honeycomb.io's team.”



Verified user

Software Engineer at a financial services firm with 10,001+ employees

What users had to say about valuable features:

“There aren't currently many features we are using in the solution. The features that we use in the solution are to improve the functioning of our organization..”

Verified user

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Software Engineer at a financial services firm with 10,001+ employees

“I would say all of these three are pretty good features of Honeycomb Enterprise.

Honeycomb Enterprise is super useful if you think before this paradigm shift, when it was really important for humans to be able to see things visualized. For me to better understand in this very complex microservice architecture what's going on, Honeycomb Enterprise really helped with that through its good UI. However, the reason it's only five is because it's lagging behind in terms of AI-compatible features..”

Marton Vasarhelyi

[Read full review](#) 

Software Engineer at a financial services firm with 11-50 employees

“I did not get a chance to utilize the BubbleUp feature, and I think this is the most famous feature for SREs. We have not been able to utilize BubbleUp.

Dynatrace has this PurePath technology where they have the ability to give end-to-end tracing, which is a very robust feature. AppDynamics also has certain good features such as we could deploy that on our database systems and it would give an entire picture of our database, showing which application is creating how much load. From a pros perspective, Honeycomb Enterprise could be a better candidate with high cardinality; when there are too many unique values, Honeycomb Enterprise could be more beneficial there..”

MukeshSharma

Lead Engineer at Qualys

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“1. Grit.io's flexibility allows for custom rules and patterns to identify vulnerable libraries, extending its use beyond traditional refactoring tasks.

2. Automated pull requests streamline the remediation process, facilitating efficient mass updates across multiple repositories.

3. While not a replacement for dedicated security tools, Grit.io can be a valuable addition to a large organization's security toolkit for vulnerability identification and remediation.

4. The approach offers significant benefits in terms of efficiency, consistency, and proactive security management, particularly valuable for organizations with large, distributed development teams..”

meetharoon

CEO at a computer software company with 10,001+ employees

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“We primarily use Honeycomb Enterprise to power our alerting, so we get alerts based on throughput, based on spikes, anomalies, and any error rates in each service. The best features Honeycomb Enterprise offers are alerting, which is mainly what we use it for.

“Visualization is fine for me, although our dashboards are a bit cluttered. Primarily, the alerts are the most useful thing. The querying is good, although sometimes a bit messy. I would appreciate a better way to store my queries, perhaps with some auto-fill functionality. The alerts are the best feature.

“Honeycomb Enterprise has positively impacted our organization by providing live alerts. We have been able to get alerts when something may pop up and see any issues in the system. We get alerts into Slack, and they work great. We see a lot of metrics go through into Slack, and they are really useful for keeping our team focused on only seeing one place to see alerts..”

Nathan Jukes

Software Engineer at Invevo

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“Tracing is undoubtedly one of the best features they have developed. Tracing is basically the story in the code showing how the data is moving through. That is something which is extremely good. I can vouch for Honeycomb Enterprise, and that is the reason I brought Honeycomb Enterprise as our solution in my current organization.

That is the best thing Honeycomb Enterprise has done. In the past, in my previous organization, we were using something called GCID where if you send data, GCID is basically each document we are receiving. We were using an enterprise solution there called Smarsh. In that company, we were getting almost five petabytes of data per day, so that is the volume I was dealing with. Honeycomb Enterprise was actually really great in terms of tracing. We had a sampling rate and we were not sending all the traces, but the best part is we were able to add more cardinal events, such as GCID, which was getting mapped in each and every document. We were sending those metrics blindly and we did not have to think more about it. The amount of engineering that Honeycomb Enterprise has done is actually handling it very well. At that scale also, I can vouch for Honeycomb Enterprise that it manages traces beautifully.

That money is well spent. We do not have any complaints because tracing is something which is extremely good. How they cater to it and how they manage it is excellent. It is an extremely cost-effective solution right now in the market as compared to its peers like DataDog and other companies.

Throughput is something which I was using previously. There were around twenty million ingestions in my previous organization, obviously. Here the scale is not very high where I can challenge the engine. In my previous organization, when there were twenty plus million ingestions of data every day, in those kinds of scenarios, Honeycomb Enterprise actually stood very well. The major solutioning we were using was for traces. We were not using it for metrics. So if there are more data points, there might be a crash in Honeycomb Enterprise. However, honestly, I have not used it at that scale, so I cannot comment exactly on that point. I have used it for metrics and that performed well, but not on a very high volume of data where I can challenge the engine itself on how it is processing.

I would say it worked pretty well for mid-tier or similar tier companies. I do not have any complaints. But for enterprise solutioning, probably when a lot of data points come in, DataDog obviously has an edge there. They are actually the market leaders around it. They have better metrics, APM, and other aspects there.

Honeycomb Enterprise's tracing solution stands out. Whatever they have built, they have built an excellent product there. Honeycomb Enterprise actually works very well with traces. When you send traces, you will get the complete view of the life of the code and how it has been executed..”

Hardik Murdia

Technical Lead at CloudBolt Software

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Other Solutions Considered

“If it's a big company, I understand using Honeycomb Enterprise. If it's a small company, I would suggest using some sort of open-source solution or something that is code-based and is easier to use with AI..”

Marton Vasarhelyi

Software Engineer at a financial services firm with 11-50 employees

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“When other organizations are evaluating their APM tools, I could name Honeycomb Enterprise as one of the APM tools, another addition. There are not that many APM tools, with the top ones being Dynatrace, AppDynamics, New Relic and a few others. I heard about Honeycomb Enterprise in my current project only; I did not hear about Honeycomb Enterprise before. Given the new technologies emerging, if Honeycomb Enterprise can provide better traceability and monitoring, they have a chance..”

MukeshSharma

Lead Engineer at Qualys

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ROI

Real user quotes about their ROI:

“What we have done in terms of ROI using Honeycomb Enterprise, I still remember one use case where we reduced our overall latency because there was one Boto3 library which was not getting the expected performance.

Honeycomb Enterprise played a vital role in identifying the problems in the initial calls itself. That has actually saved us a lot of incidents. Previously, there were a lot of customer complaints coming in. I have taken one step at a time and I have added all these things in our code and followed by the customer complaints are almost ninety to ninety-two to ninety-three percent down as per the data I have.

Honeycomb Enterprise has actually helped us in various ways. The major complaints were around latency. We were able to switch our databases also because there was one problem that was identified by Honeycomb Enterprise where we were trying to fetch more than one megabyte of data from DynamoDB at one point in time. However, the problem was there is a hard limit set to DynamoDB to fetch these kinds of data.

That was a serious problem because customers were expecting data what they want to see on their screen. These kinds of issues were identified during our initial checks on DynamoDB and we were able to move to Snowflake. This has given us better solutioning around it..”

Hardik Murdia

Technical Lead at CloudBolt Software

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Use Case

“The solution is mainly used for stack observability. It observes service behavior or any kind of failure that may be happening. The tool is also related to research. My company is working more on this, but I have been working on my SLOs and defining SLOs for the last seven months..”

Diego Gomes De Lima

Senior Software Engineer at SumUp

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“My main use case for Honeycomb Enterprise is alerting and full stack tracing. I use Honeycomb Enterprise for tracking our traces from the front end all the way to our back end in Kotlin, and through Kafka and into Elastic. This helps us to spot any bottlenecks and see where errors occurred in our data processing pipeline..”

Nathan Jukes

Software Engineer at Invevo

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“We were building a product for one of the biggest wealth management platforms in the world, an American wealth management platform. For them, it is really important for the product to be reliable and for them to set up KPIs, especially for vendors like us who worked for them.

The debugging process usually involved Splunk Cloud or Honeycomb Enterprise traces. Whenever I was looking at an issue, I probably went through the traces because it was a microservice architecture. Sometimes it really helped to understand the call chain. For example, if there were 10 microservices calling each other in some sort of order, being able to visualize that and look through that was pretty useful..”

Marton Vasarhelyi

Software Engineer at a financial services firm with 11-50 employees

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“Although Grit is a tool code code migration and management of technical debt for large chunks of work, we reviewed Grit from the use case of assisting in faster remediation of vulnerable libraries. We examined 3 areas and how we could use the synergy of Grit.io along with Snyk.io that helps overcome Snyk's limitations:

1. Deep scanning and reachability analysis
2. Management of auto-generated Pull Requests (PRs)
3. Reduction of false positives

I'm connected and had interactions with the founder Mr. Morgante Pell, while I designed a comprehensive synergistic solution, and I wrote a 35+ page technical paper on this topic..”

meetharoon

CEO at a computer software company with 10,001+ employees

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“I am part of the performance engineering practice, and I lead the performance engineering practice at my current employer. We use Honeycomb Enterprise for tracing, which is application performance management in short. Our client has several APM tools such as Datadog, and in addition to Datadog, we only have the monitoring capacity of the counters. We do not have the agent-level monitoring which Honeycomb Enterprise is providing, where we can see the traces for each call being made by the software to trace where it is spending the time. For that gap, they have Honeycomb Enterprise in addition to Datadog. We use Honeycomb Enterprise for the same purpose, as Honeycomb hooks into our applications and tells us the traces where the request is spending the time.

We have Datadog here and often we get restrictions related to cardinality on Datadog because of their billing systems. They have limitations of cardinality, and that is the impact. That is how we can compare the impact.

Another thing I want to add here is that the team here had tried to use Honeycomb Enterprise earlier for tracing, but they faced issues. They could not get proper tracing with Honeycomb Enterprise at that time. That is what I have been given as feedback.

My main focus is on the tracing part. We have a microservices architecture with multiple microservices, and we want to see how when the request flows across multiple microservices, where the time gets spent.

We mostly look at the time the requests spend. Honeycomb Enterprise would capture a trace and span, and from there, we look at the time, the milliseconds or seconds that get spent at a particular request. That is what we look at and what we are interested in..”

MukeshSharma

Lead Engineer at Qualys

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“I received information from your team regarding a peer review of Honeycomb Enterprise. As an observability engineer using Honeycomb Enterprise extensively, I can provide substantial input. My primary tasks involve OpenTelemetry, where I send numerous traces and metrics to Honeycomb Enterprise and use it for visualizations of how our code is functioning and how data moves through our systems.

We have identified many problems using Honeycomb Enterprise, such as delays in the system where latency is observed by Honeycomb Enterprise traces, which we then investigate further and resolve. We have our SLA and SLOs configured on Honeycomb Enterprise, allowing us to monitor our reliability score. Additionally, we send many metrics to the platform. In my previous organization, we used it only for traces, but in my current organization, I use it extensively for traces, metrics, SLA, and SLO work. We also use Signoz for infrastructure-related APM metrics and other things, but we cannot use it for Honeycomb Enterprise capabilities.

Honeycomb Enterprise has genuinely helped us. We are not using Honeybee command line, which is a native solution by Honeycomb Enterprise. Instead, we use OpenTelemetry so that we can switch vendors easily. Our complete codebase now has proper telemetry data sending into Honeycomb Enterprise.

We have provided traces for each of the functions we are using. If we need more in-depth insights into what happens inside the code, we set up additional telemetry data points in the code. When you set those telemetry data points there in the code, you send those traces to Honeycomb Enterprise and then we can examine them.

In terms of customer usage, observing how customers are using our solution is very helpful in debugging aspects and also helpful in cost prioritization aspects. If a customer is not using our solution extensively, we can scale it down a bit in terms of servers where our solution is running. This has given us a better approach, particularly for Lambdas where Lambdas are deployed, and we can save considerable costs.

If traffic is not very high and we are able to see metrics where traces are not falling a lot, we can scale down our instances and save our AWS billing. If there is a sudden spike, we can get that monitored via the SLI and SLOs that I have configured. If there are sudden errors, I can scale the instance up.

If there is a genuine bug in the code, Honeycomb Enterprise is very useful for debugging the issues. Even a data-driven issue can be fixed using it because we get all the data when a user is providing any request. We actually get the input data in Honeycomb Enterprise and that way we can solve it very fast by seeing what query they hit or what workflow they have done..”

Hardik Murdia

Technical Lead at CloudBolt Software

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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 solution's initial setup process was straightforward since we were getting enough support from Honeycomb.io's team. The solution is deployed on the cloud.”

Verified user

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Software Engineer at a financial services firm with 10,001+ employees

“The setup sounds a bit complex. The overall setup at our client's end is really very complex because they have high security limitations, which makes it a bit difficult to use any of the tools..”

MukeshSharma

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Lead Engineer at Qualys

“The setup is pretty easy. That is straightforward. I do not have any complaint there. The documentation is well written. I set up Honeycomb Enterprise traces just for a POC kind of thing within less than thirty to forty minutes just for a small code. The actual production code took one day, but that is because the code was long. That was easy. It was not very difficult. Things were very clear around it regarding how to generate the API keys to send those things and how to send it.

The load balancer API of Honeycomb Enterprise is extremely good. It accepts everything. I do not have any concerns there. I have never brought it down. I am not sure about the reliability aspect of it, but it accepts everything and I have never seen it down in my experience. I do not have any concerns there..”

Hardik Murdia

Technical Lead at CloudBolt Software

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Customer Service and Support

“The solution's technical support team is good. We have received a few hours of support directly from the support team. Also, we used to have KT sessions organized by Honeycomb.io, during which we used to get our queries addressed while attempting to get familiar with the tool..”

Verified user

Software Engineer at a financial services firm with 10,001+ employees

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Other Advice

“Specifically, I would suggest application teams use Honeycomb.io since it is a good tool. Also, it can be helpful for members of applications teams to identify downtimes and SLO-related issues. Overall, I rate the tool an eight out of ten..”

Verified user

Software Engineer at a financial services firm with 10,001+ employees

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“Another thing is that for microservices, when you have multiple microservices installed, that is also required. There are tools where you install on a single microservice, but then these microservices interact with multiple microservices. That kind of picture, I have seen that in AppDynamics; they do give a picture showing that a particular request which arrived here had interaction with these other third-party services or microservices and databases. That is what we need. My overall rating for Honeycomb Enterprise is five out of ten..”

MukeshSharma

Lead Engineer at Qualys

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“We set up Honeycomb.io on all the services so that we can have all the set traces of the communication between all the services inside the company. This helps us understand where it could be failing, which in turn helps with failures and observability.

When we are not thinking about one specific failure but a major one, we can create queries for statistics views like the P99 or P95 behaviors. That's very helpful. I would recommend the solution to other users because it is very helpful.

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

Diego Gomes De Lima

Senior Software Engineer at SumUp

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“Having those alerts and metrics in Slack helps with our SLAs. If we ever have downtime in a service, we can get back to it straight away. I rate Honeycomb Enterprise a seven out of ten because I feel a lot of the journeys could be made cleaner. Some of the dashboards and the insights could be a bit more well-refined. For example, [Grafana](#) has a lot better visualization tools, but it needs to be a bit more involved.

“Honeycomb Enterprise is deployed in our organization in a public cloud and is hosted by Honeycomb, who is the provider.

“My experience with pricing, setup cost, and licensing is that the number of samples would be good. The number of events, really, so we can pay less. I do not have the metrics for a return on investment, but it has been very useful. It is quite expensive, but I think we get value out of it. My overall rating for Honeycomb Enterprise is seven out of ten..”

Nathan Jukes

Software Engineer at Invevo

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“In those scenarios where you are not getting the complete data to the customer, it will cap the data to one megabyte.

For tracing solution, definitely, I will always suggest Honeycomb Enterprise is a better solution. Other observability solutions out there are expensive and they are not that reliable in terms of tracing, to be honest.

If there is a genuine bug in the code, then Honeycomb Enterprise is also very useful for debugging the issues. Even a data-driven issue can be fixed using it because we get all the data when a user is providing any request. We actually get the input data in Honeycomb Enterprise and that way we can solve it very fast. We can see what kind of query they hit or what kind of workflow they have done.

I think people are very resistant to adopting Honeycomb Enterprise. If you see the community, I am in the Honeycomb Enterprise community right now. I usually ask a lot of questions there. Now that AI came, the questions volume has decreased significantly. However, previously it was a very healthy community where a lot of questions came in. If you go through those questions, the major things are around how to set up things. It is not always about the metrics cardinality or how things are not working around it or if there are any solutions.

I would say it worked pretty well for mid-tier or similar tier companies. I do not have any complaints. For enterprise solutioning, probably when a lot of data points come in, DataDog obviously has an edge there. They are actually the market leaders around it. They have better metrics, APM, and other aspects there.

My overall review rating for Honeycomb Enterprise is eight out of ten..”

Hardik Murdia

Technical Lead at CloudBolt Software

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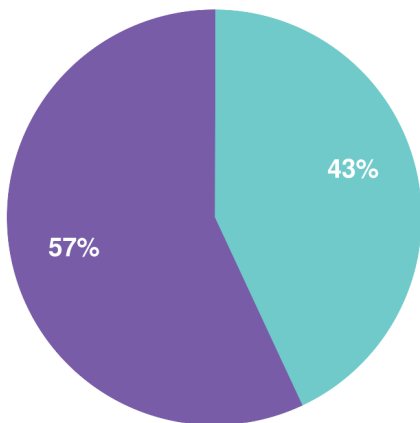
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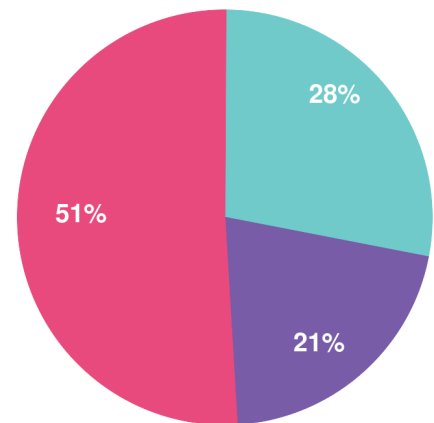
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Company Size

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Large Enterprise

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