

aws marketplace

New Relic

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10 - 12

ROI..... 13 - 15

Use Case..... 16 - 18

Setup..... 19 - 22

Customer Service and Support..... 23 - 24

Other Advice..... 25 - 27

Trends..... 28 - 29

About PeerSpot..... 30 - 31

Product Recap



New Relic

New Relic Recap

New Relic is a powerful tool for optimizing web pages, tracking user behavior, and monitoring application performance. It helps detect anomalies, generate metrics, and create dashboards for synthetics monitoring, container workloads, stress tests, and more.

New Relic provides organizations with comprehensive insights into APIs, infrastructure, and scalability. It supports mobile and web applications with features like java tracking, health maps, customizable dashboards, and drill-downs. Users benefit from its easy initial setup, accurate alerts, UI monitoring, error tracking, and traceability. New Relic supports multiple ecosystems with straightforward pricing and new feature introductions, offering end-to-end monitoring, thorough data analysis, and effective problem resolution.

What are New Relic's most important features?

- **Java Tracking:** Efficiently monitor Java applications.
- **Infrastructure Monitoring:** Comprehensive overview of infrastructure health.
- **APM:** In-depth application performance monitoring.
- **Tight Integration:** Seamless integration across different system layers.
- **Health Maps:** Visual representation of system health.
- **Customizable Dashboards:** Personalized data display and insights.
- **Drill-Downs:** Detailed analysis at multiple levels.

What benefits and ROI should users look for in reviews?

- **Application Insights:** Detailed understanding of application performance.
- **Accurate Alerts:** Immediate notifications for issues.
- **Traceability:** Enhanced end-to-end traceability for problem resolution.
- **Scalability:** Accommodation of growing infrastructure.
- **Flexible Query Design:** Adaptable search and analysis functionality.
- **Reliable Performance:** Consistent application monitoring and upkeep.

New Relic is leveraged in industries such as e-commerce, finance, and technology. It helps monitor web traffic, evaluate load balancing, and ensure applications meet performance standards. Companies use it for stress tests, container-based workloads, API monitoring, and infrastructure management. Its integration capabilities are valuable for maintaining performance and scalability across diverse ecosystems, aiding in thorough data analysis and problem resolution.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Using New Relic speeds up troubleshooting and resolution, giving us a clearer picture of where issues are, thus saving time and effort.”



Pietro Dell'Erba

Head of API at a marketing services firm with 11-50 employees



“One of the most outstanding features of any APM tool is the anomaly detection part.”



Verified user

Independent Contractor at a tech services company with 1-10 employees



“What I like best about New Relic APM is its user interface because it's simple. The most valuable feature of New Relic APM is end-to-end monitoring.”



Iqbal Khowaja

Chief Technology Officer at State of Hawaii



“The APM feature is highly valuable as it can record session hosts, usage, and diagnose customer behaviors.”



HossamGaber

Technical Service Delivery Manager at Noventiq



“The product allows the developer to see the actual problems in the applications.”



Nelson Mendaros

Founding Partner at 2Five1



“New features are added often.”



AnkitSharma2

Senior System Administrator at Q4 Inc.



“The most valuable feature of New Relic is its ease of use.”



Neelam

Senior Associate Consultant at a tech services company with 10,001+ employees

What users had to say about valuable features:

“It can be integrated with PagerDuty and ServiceNow, which can auto-generate alerts and incidents and assign them to the concerned team. The dashboards can also be customized. We can also check the trends over the past year or so..”

Vinod Babu

IT Manager at a consultancy with 10,001+ employees

[Read full review](#) 

“The APM feature is highly valuable as it can record session hosts, usage, and diagnose customer behaviors. Additionally, we can simulate user actions to assess the user experience. The alerting capabilities are also efficient, sending emails and desktop notifications, and providing remediation options..”

HossamGaber

Technical Service Delivery Manager at Noventiq

[Read full review](#) 

“It’s like any other APM tool. One of the most outstanding features of any APM tool is the anomaly detection part. If there is logic that is going to detect the anomaly, with a predefined baseline that the system will produce over a period of time, for instance, a week, then keep adjusting it as you go along. That is one of the most useful cases of any APM tool that I feel..”

Verified user

[Read full review](#) 

Independent Contractor at a tech services company with 1-10 employees

“The most valuable feature of the solution is its ability to execute queries and analyze the data. For all the data, the tool has a specific function with which you can spot and mix the data or correlate the data wherever you want. It is easy to simulate and execute queries, and the availability of the data is very nice. The tool gives you a basic way to manage the data..”

Gabriel Alvarez

[Read full review](#) 

Business Development Manager at a tech services company with 11-50 employees

“The main benefit we found was the Error Inbox, and having all features available at a single point was very useful for us. The API functionality allows us to get hit counts from external sources, such as APIs or databases, and everything is mapped very clearly. We can overview which components are experiencing response delays, which ones are getting correct responses, and identify any unknown external APIs inside the application. We can investigate why we are getting 400 responses and similar issues..”

Sarumathi Kathirvel

linux server administrator at Alice Blue

[Read full review](#) 

“The most valuable features of New Relic are the ease of creating dashboards and its integration capabilities with many external tools. It enhances operational response by providing analytics and alerts that help us address issues quicker.

Using New Relic speeds up troubleshooting and resolution, giving us a clearer picture of where issues are, thus saving time and effort..”

Pietro Dell'Erba

Head of API at a marketing services firm with 11-50 employees

[Read full review](#) 

Other Solutions Considered

“We reviewed Grafana and moved to another observability tool. We also evaluated DataDog, but we ultimately moved away from New Relic because the pricing wasn't convenient and didn't fit our budget. We are now using Site24x7 in production..”

Sarumathi Kathirvel

linux server administrator at Alice Blue

[Read full review](#) 

“I have used Dyntrace, GCP and Prometheus. Dynatrace has a little bit more edge, not from the product technicality point of view, but purely from the way I think the licensing scheme is modeled. The product behaves a little more easily compared to New Relic..”

Verified user

Independent Contractor at a tech services company with 1-10 employees

[Read full review](#) 

“There were some benefits to using AppNeta. It provided more detailed stats and graphs for hosting products. If you need more specific digitalization based on system stats, you might want to go with AppNeta. For our use cases, it was less stable and more expensive than the solution. .”

Andrij Tomchuk

DevOps and Systems Engineer at a tech services company with 51-200 employees

[Read full review](#) 

“I have experience with Catchpoint. With New Relic, you monitor the application from within. You monitor all the communication calls between the application and all the systems that the application needs to use, such as databases or servers. With Catchpoint, you can monitor user experience and how it interacts with the application, so we are monitoring from the outside, which is from the user to the application..”

Gabriel Alvarez

Business Development Manager at a tech services company with 11-50 employees

[Read full review](#) 

“I've done some research, more towards trying to understand various features. The customer, however, decides what tool to use. I don't really have the authority to compare anything and make suggestions.

That said, when it comes to New Relic against AppDynamics against Dynatrace, or for that matter, Datadog, there are a few which have a higher price and provide richer UI. We did not really end up seeing a very major difference except in terms of monitoring..”

Verified user

[Read full review](#) 

Director of Performance Testing at a tech services company with 201-500 employees

“The Error Inbox and consolidated features at a single point were very useful features. We could get hit counts from external sources, APIs, and databases, with clear mapping of all components. We could monitor response delays, correct responses, and identify unknown external APIs within the application.

“We also reviewed DataDog as an observability tool, but we moved away from New Relic due to pricing concerns that didn't fit our budget. With DataDog, some of the APM features we were seeking weren't available, so we discontinued using both solutions..”

Sarumathi Kathirvel

[Read full review](#) 

linux server administrator at Alice Blue

ROI

Real user quotes about their ROI:

“I don't have actual numbers, but as we improved the quality of the application, we received less incidences compared to applications without New Relic..”

Verified user

[Read full review](#) 

Sr. Hybris Consultant at a tech services company with 10,001+ employees

“The return on investment is definitely good. You need an APM in any development setup if you plan to deploy multiple services. It's a fundamental part of the process. I can't compare the ROI to New Relic's competitors, but you need an APM. .”

DevendraTiwari

[Read full review](#) 

Founder at Vendiculum

“Since it's an application monitoring platform the actual ROI is a lot harder to calculate than other services directly related to the business. We do however see an increased focus on performance and therefore have a good ROI. It's also due to the fact that there are ways to keep the costs of New Relic down and still have the benefits..”

Verified user

[Read full review](#) 

Managing Director/CEO at a tech services company with 51-200 employees

“The product ensures that the applications have the expected speed and performance. It can handle large volumes of users and transactions. It also identifies the bugs in the applications. Once the users access the applications, the tool can detect any problems. The product can easily identify whether the issue is on the client side, the application side, or at the database level..”

Nelson Mendaros

[Read full review](#) 

Founding Partner at 2Five1

“The tool can not be related to productivity. The product helps the development team that develops and makes changes in the applications. The tool helps a lot and provides a lot of information to the development teams so they do not have to do simulations. With all the information that New Relic provides, the development teams can just make decisions about the changes within the applications during the development. The tool offers information about the business process. With the tool, you can have all the information related to all the purchases from the marketplace and understand why the purchases were okay or why not, why the people that are logging in are not making any purchases, along with all the information related to the business process that are very helpful for the business..”

Gabriel Alvarez

Business Development Manager at a tech services company with 11-50 employees

[Read full review](#) 

“This was recently implemented at the current place that I work. Previously, without a monitoring solution, a developer could potentially spend a day working on a feature or a bug to try and resolve and issue. Now, a lot of the times, with monitoring put in place, we can understand if a customer is actually hitting this bug, and how often they are hitting it, and how much frustration they are dealing with on a day-by-day basis, then reprioritize our tasks. It gives our developers that insight, or it gives less skilled engineers or less technical leads the ability to ramp up quickly on what that particular bug is, so we can easily scale out. So, the cost of solving that problem isn't just reliant on a tech lead understands the system or built the system. Anyone can find the issue, including associates, and the amount of time they spend debugging has been reduced by a lot..”

Sean Fernandez

CIO at ROLLER

[Read full review](#) 

Use Case

“It is used to monitor applications, error logs, and Azure Kubernetes. We have used this as a self-hosted service in Kubernetes. We are not using it as an agent-based service. We self-hosted this New Relic on Kubernetes and maintained it as a service..”

Vinod Babu

IT Manager at a consultancy with 10,001+ employees

[Read full review](#) 

“I use the solution in my company to monitor the applications' performance and do some stress tests on the application. In our company, we use the tool to monitor the core application inside the data center. In some cases, New Relic is used to monitor users' access to the applications..”

Gabriel Alvarez

Business Development Manager at a tech services company with 11-50 employees

[Read full review](#) 

“I use New Relic for monitoring and observing the entire environment. It offers end-to-end monitoring and observability to predict potential impacts in the coming weeks. For instance, it can detect if two endpoints start consuming more bandwidth than usual, thereby providing more insights about potential impacts on the environment..”

HossamGaber

Technical Service Delivery Manager at Noventiq

[Read full review](#) 

“We use the solution to ensure the applications perform at the accepted performance level. The application must not have any bugs or problems. It must also have no bottlenecks in the volume of the transactions. We use the tool before we deploy an application to production and during the first part of the deployment to ensure that the application will perform properly..”

Nelson Mendaros

Founding Partner at 2Five1

[Read full review](#) 

“Our main focus is APM-related functionality, so we were looking for a convenient way to get all the details, as some of them are missing from New Relic and Grafana. Currently, we are working with Site24x7, where we are getting the information we are looking for in our comfort zone.

“We used the Docker container as the agent in our server, which was split into one agent to collect the client's logs and metrics to see the web vitals, and another metric to collect the server metrics and APM-related traces..”

Sarumathi Kathirvel

linux server administrator at Alice Blue

[Read full review](#) 

“A typical use case with New Relic, it's an APM tool. We basically put the agent in, the agent discovers, and then we feed it onto predefined monitors with a controlled baseline. That baseline will then feed the problems that New Relic is detecting into PagerDuty. PagerDuty is our incident management tool. PagerDuty has something called Event Orchestration.

The incident that comes down from New Relic has a payload. We look at the payload, the attributes, and define rules in Event Orchestration. Let's say the team wants to implement suppressions on alerts, some mutations, delays. They want to actually cross-engage a different team. So there are a lot of use cases that come about once we get the incident into PagerDuty from New Relic. New Relic obviously has the conditional baseline, which can be adjusted as we go along. So, that's basically a staple activity that we perform with New Relic. Among other advanced use cases, which will take me a bit to explain here..”

Verified user

Independent Contractor at a tech services company with 1-10 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.

“Implementing the New Relic agent is quite simple, and we were very comfortable with New Relic overall. However, it wasn't convenient based on our budget, which is why we discontinued using it..”

Sarumathi Kathirvel

linux server administrator at Alice Blue

[Read full review](#) 

“The initial setup of New Relic is super easy and straightforward. It involves proposing the solution to the client, activating administrative users, and customizing dashboards and alerts based on customer needs. Training and preparation made the process smooth and efficient..”

HossamGaber

Technical Service Delivery Manager at Noventiq

[Read full review](#) 

“The initial setup is easy and straightforward.

Dynatrace is a little more complicated than New Relic, but New Relic was easier to deal with.

I would rate my experience with the initial setup an eight out of ten, with ten being easy and one being difficult. It is not that difficult to setup..”

Verified user

[Read full review](#) 

Independent Contractor at a tech services company with 1-10 employees

“The setup is straightforward. We have complete and concise instructions on enabling the APM on a particular application platform. We work on different application stacks. New Relic has different instructions for different types of technology stacks. We follow their instruction.

For job applications, JAR files need to be installed. The APM provides it. For other applications, we have to put the necessary IP address or domain links on the application. Then, New Relic automatically scans the specified server, and it appears on the New Relic console. The solution is cloud-based..”

Nelson Mendaros

[Read full review](#) 

Founding Partner at 2Five1

“The product's initial setup phase was very easy.

One person can manage the product's deployment phase. Once the product is installed, it doesn't require much maintenance.

The solution is deployed on a cloud-based infrastructure.

The solution can be deployed in less than a day..”

Kartik Bansal

CEO and Head of Engineering at CAW Studios

[Read full review](#) 

“For the product's initial setup phase, you need to have a background of doing installations. It is not a straightforward process, as you need to have more skills to do the tool's setup. The tool's setup phase is a little bit more complex but with the correct knowledge, it can still be very easy. You have to have some prior knowledge in installation to start with the tool's setup phase.

For the product's deployment phase, you need around 20 people because you need the people who do the installation and connections, along with the owner of the platform or the database, for which there is a need to create some access using New Relic. You have to do some configurations or partitions to install the agent. You need to have an expert on New Relic, as well as the user or the administrator of the infrastructure where the tool will be installed, so customizations can be done if needed.

The time required to deploy the solution depends on the amount of installations required and the architecture where the solution will be used. One agent can be deployed in maybe 30 minutes. Depending on whether you have everything in place and people know what they are doing, it may take 30 minutes to deploy the tool..”

Gabriel Alvarez

[Read full review](#) 

Business Development Manager at a tech services company with 11-50 employees

Customer Service and Support

“My company has dedicated customer support for New Relic APM, and I found the support available and always helpful. I'd rate customer support as nine out of ten..”

Iqbal Khowaja

Chief Technology Officer at State of Hawaii

[Read full review](#) 

“I didn't seek any support help from New Relic, but when I tried to get information regarding the plans, the response was delayed for a week. Other than that, everything was fine..”

Sarumathi Kathirvel

linux server administrator at Alice Blue

[Read full review](#) 

“While responsive, customer service does not always provide straightforward solutions immediately. Issues that could be solved quickly sometimes take longer because they go around in circles. However, they are helpful when direct interaction is initiated..”

Pietro Dell'Erba

Head of API at a marketing services firm with 11-50 employees

[Read full review](#) 

“We regularly used to meet with the success manager, and there were technical people as well. We had at least once a month office hours with them. And then on an ad hoc basis, if we needed them, we used to engage them..”

Verified user

[Read full review](#) 

Independent Contractor at a tech services company with 1-10 employees

“I haven't got any issues, so I should get support from a New Relic technical team. We hosted this on our own, and even though this is a self-hosted service, we are managing it. .”

Vinod Babu

[Read full review](#) 

IT Manager at a consultancy with 10,001+ employees

“Whenever it is needed, they have provided support from the New Relic side.

Whenever they get their customers, they'll go for approval, then they will assign someone, then that person will come and understand what issue we are facing and what we require. Then they will try to resolve the issue..”

Rahul -Jain

[Read full review](#) 

SDET ANALYST SENIOR at TSYS

Other Advice

“Do not implement New Relic until you have identified your needs and ensured that it meets your specific requirements. Proper assessment and planning are crucial.

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

HossamGaber

Technical Service Delivery Manager at Noventiq

[Read full review](#) 

“I don't know how the alerting mechanism in New Relic has improved our company's response time. I am more into the demo part, so I am not a user of the tool.

I rate the tool a nine out of ten..”

Gabriel Alvarez

Business Development Manager at a tech services company with 11-50 employees

[Read full review](#) 

“I rate New Relic seven out of ten.

For those looking to use New Relic, it is more suited for networking and infrastructure monitoring rather than application performance monitoring, integration, or API log handling..”

Pietro Dell'Erba

Head of API at a marketing services firm with 11-50 employees

[Read full review](#) 

“Some add-ons have been integrated. You can integrate with New Relic to get deeper insights into the logs.

I have worked on two monitoring tools: New Relic and OpeRant. In addition, I used Azure Monitor. It's completely different, monitoring only the infrastructure, not the applications. We need to know application insights about querying and everything, but it's more user-friendly.

Overall, I rate an eight out of ten..”

Vinod Babu

IT Manager at a consultancy with 10,001+ employees

[Read full review](#) 

“We had everything in hand with New Relic initially. However, the pricing wasn't convenient for us, so we had to step back from using it.

“I primarily focused on the data we were getting from New Relic, without exploring custom dashboards and other features. We were mainly focusing on the metrics and logs needed to trace our applications effectively.

“On a scale of one to ten, I would rate New Relic an eight. It's overwhelming from my point of view, and we needed to do some organizing in our New Relic account based on our preferences..”

Sarumathi Kathirvel

linux server administrator at Alice Blue

[Read full review](#) 

“For monitoring purposes, I would say that the product has a good interface for quickly finding performance bottlenecks.

The tool gives a detailed audit of every piece of code, like how much percentage of time it takes, making it very easy for me to first locate the APIs that offer the poorest performance and then go deep dive into those APIs to see which part of the code base of that API is causing performance bottlenecks. Instrumentation becomes quite straightforward and easy with the tool's features.

I don't use the alerting system in New Relic.

My company uses New Relic only when we want to instrument APIs and for performance improvements, but we don't use it for error handling and error reporting since we prefer Sentry for such areas.

I rate the tool an eight out of ten..”

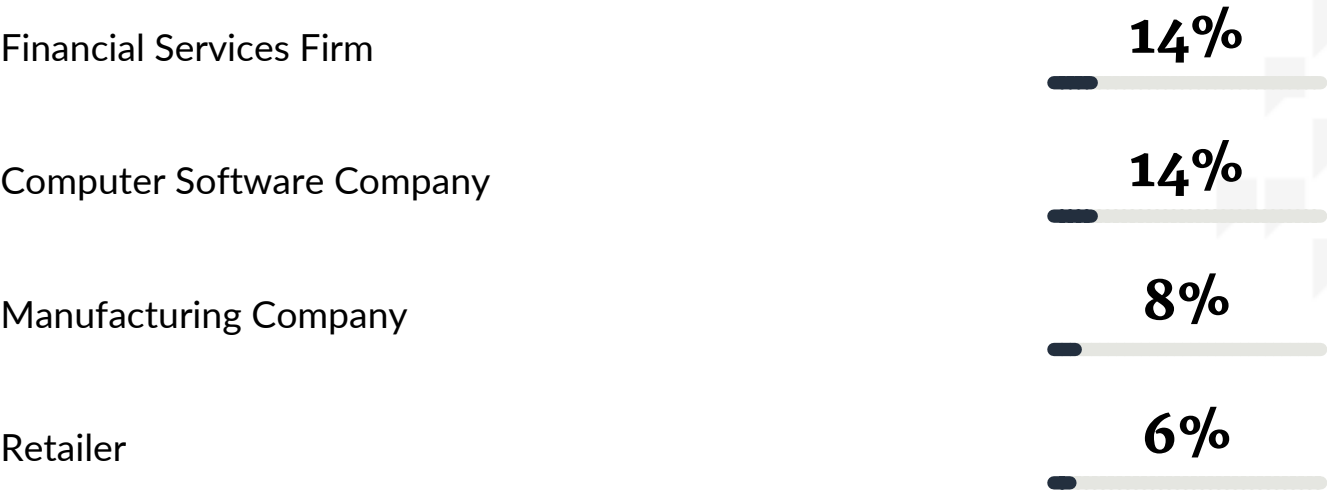
Kartik Bansal

CEO and Head of Engineering at CAW Studios

[Read full review](#) 

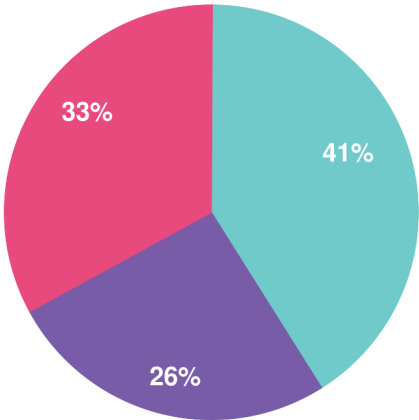
Top Industries

by visitors reading reviews

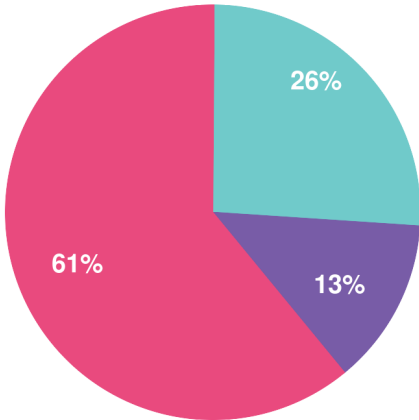


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944