



# ITRS Geneos

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Enterprise IT Management Consultant with 51-200 employees

**Philippe Thérond**

### VALUABLE FEATURES

Toolkits Compute engine

### IMPROVEMENTS TO MY ORGANIZATION

It provides us with the ability to monitor much deeper into both our infrastructure and applications functional metrics. Deploying simple metrics was simple and we quickly covered the functionality provided by the product we were replacing. The result was a similar metrics monitored at a much better frequency, with a more stable product and a much better user interface. Also, we were able to deploy self-service role-based access by architecting the include files and authentication modules in an appropriate way. That enabled the application support teams to start getting involved in extending the baseline monitoring we had deployed and go much deeper into the monitoring of certain applications than was previously possible. Interfacing the product with our enterprise event management platform was relatively easy.

### ROOM FOR IMPROVEMENT

A few minor incremental improvements we have asked the vendor for would be nice. The main weakness of the product is poor historical logging and reporting. The main difficulty with the product is how to identify performance issues with complex rules or samplers. This is about to change with the new Insights module.

### USE OF SOLUTION

I've used it for three years.

### DEPLOYMENT ISSUES

Nothing major. Webserver module did not deploy successfully though



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#### **STABILITY ISSUES**

No issues encountered.

#### **SCALABILITY ISSUES**

Performance can be a problem with complex or greedy rules and samplers.

#### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: 9/10. Good service Technical Support: 10/10. Very committed, very helpful, very knowledgeable.

#### **PREVIOUS SOLUTIONS**

Our previous product had poor functionality and of poor quality.

#### **INITIAL SETUP**

The setup can be complex if the solution you are deploying is complex.

#### **IMPLEMENTATION TEAM**

We used a mix of both in-house staff and vendor consultants, and they worked as a team.

#### **OTHER ADVICE**

Know your functional requirement. Gradually build complex monitoring. Start simple.

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